

AGENDA

OVERVIEW AND SCRUTINY PANEL

MONDAY, 9 MAY 2022

1.30 PM

**COUNCIL CHAMBER, FENLAND HALL,
COUNTY ROAD, MARCH PE15 8NQ**

Committee Officer: Niall Jackson
Tel: 01354 622461
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- 1 To receive apologies for absence.
- 2 Previous Minutes. (Pages 3 - 10)

To confirm and sign the minutes of the meeting of 7th March 2022.
- 3 To report additional items for consideration which the Chairman deems urgent by virtue of the special circumstances to be now specified.
- 4 Members to declare any interests under the Local Code of Conduct in respect of any item to be discussed at the meeting.
- 5 Update on previous actions. (Pages 11 - 14)

Members to receive an update on the previous meeting's Action Plan.
- 6 Progress on Housing Enforcement Policy (Pages 15 - 176)

To receive an update on progress on the Housing Enforcement Policy that has been in operation since July 2018.
- 7 Culture Strategy (Pages 177 - 180)

Thanks P☺ To receive an update on the progress made in developing a Creativity and Culture Strategy and further progress since adoption of the Strategy.

8 Commercial Investment Strategy and Investment Board Update (Pages 181 - 190)

To provide an update to the Overview and Scrutiny Panel of the work of the Investment Board from April 2021 to March 2022.

9 Task and Finish Group – Portfolio Holder Report (Pages 191 - 196)

To set out a proposal for a cross-party scrutiny task and finish group to be established.

10 Future Work Programme (Pages 197 - 206)

To consider the Draft Work Programme for Overview & Scrutiny Panel 2022/23.

11 Items which the Chairman has under item 3 deemed urgent.

Thursday, 28 April 2022

Members: Councillor D Mason (Chairman), Councillor A Miscandlon (Vice-Chairman), Councillor G Booth, Councillor D Connor, Councillor M Cornwell, Councillor S Count, Councillor A Hay, Councillor M Humphrey, Councillor M Purser, Councillor R Skoulding, Councillor D Topgood, Councillor R Wicks and Councillor F Yeulett

OVERVIEW AND SCRUTINY PANEL MONDAY, 7 MARCH 2022 - 1.30 PM



PRESENT: Councillor D Mason (Chairman), Councillor A Miscandlon (Vice-Chairman), Councillor G Booth, Councillor D Connor, Councillor S Count, Councillor A Hay, Councillor M Humphrey and Councillor R Wicks

APOLOGIES: Councillor M Cornwell, Councillor M Purser and Councillor F Yeulett

Officers in attendance: Peter Catchpole (Corporate Director and Chief Finance Officer), Anna Goodall (Head of Transformation, Customer Services & Democracy), Stephen Beacher (Head of ICT Digital & Resilience), David Wright (Policy & Communications Manager), Simon Jackson (Economic Growth Manager), Ann Wardle (Business Account Manager), Kathy Woodward (Internal Audit Manager) and Niall Jackson (Member Services)

ALSO IN ATTENDANCE: Councillor S Tierney

GUESTS: Steve Clark (CPCA Growth Service), Richard Cuda (CPCA Growth Service) and Ed Coleman (CPCA Growth Service)

OSC42/21 PREVIOUS MINUTES.

The minutes of the meeting of 7 February 2022 were confirmed and signed subject to the following comments:

- Councillor Booth referred to item OSC40/21 which stated that more research needed to be conducted. He explained that the point he was attempting to make was that the project was taking a long time and that there were further stages to go through.

OSC43/21 UPDATE ON PREVIOUS ACTIONS.

Members considered the update on previous actions and made the following comments:

- Councillor Mason thanked Member Services for the concise action list produced.
- Councillor Miscandlon stated that the watching brief item regarding updates from the CPCA on skills, employment and apprenticeships was now complete and that any further updates would now come to the Panel via Councillor Booth and himself.

OSC44/21 UPDATE ON CPCA GROWTH SERVICE

Members considered the update on CPCA Growth Service. Steve Clark, Richard Cuda, Ed Coleman and Fliss Miller from the CPCA Growth Service were welcomed to the meeting.

Members asked questions, made comments and received responses as follows:

- Councillor Count asked what the CPCA were doing specifically for Fenland? He identified that there was positive movement with the weightings which would allow Fenland to feature higher and receive more projects and recognised that Fenland had been awarded more funding than some Council's but less than others and argued that Fenland required significantly more than anyone else in terms of levelling up. Councillor Count stated that it would be helpful to see what the overall effect it was having arguing that they were not having the desirable effect as for Fenland to catch up with other areas they must be number

one for levelling up for years to come due to the current deficit compared to other areas. He noted that productivities for Fenland were £26 per hour compared to the second lowest which was £33 per hour for Peterborough and whilst the differences did not sound like much it still constituted a 27% increase. Councillor Count expressed his surprise that all programmes had a combination of Peterborough, Huntingdon and Fenland as the other areas perform much better and asked why Fenland had not been individually identified as needing further assistance compared to the other areas? He acknowledged that there was a vast proportion of work aimed at growth but asked what was being done in other areas such as upskilling workers and questioned whether the CPCA were looking at the possibility of growth through removing people from the chain and implementing automation. Councillor Count proceeded to clarify that there was a lot of good work being undertaken but reasserted that he wished to see more focus on Fenland. Ed Coleman explained that the biggest challenge they faced in terms of food production businesses was the perception they had of the growth services work. He identified that they need to overcome the inherent stereotypes of their service and develop relationships to enable them to establish a foothold and informed the Panel that they needed to place emphasis on local connections in years two and three. Steve Clark explained that regarding investing in automation, they had planned to have another stream of work around innovation funding but informed the Panel that they were unable to fund this in the overall package. However, he did state there was a possibility that this could be added in the future and since the levelling up agenda had evolved any new work streams would likely focus on Fenland. Steve Clark stated that with the Community Renewal Fund the Government had picked Fenland and Peterborough as the two places and Huntingdon had been tagged on. He informed the panel that they had given grants for business to invest into new technologies and automation through the agriculture scheme and that some investments had helped with productivity but identified that a balance needed to be struck with experts in this area. Richard Cuda admitted that they did need to build relationships with Councillors and explained that they were trying to attract people to Fenland. Fliss Miller stated that they work closely with providers and that they were supporting the North Cambridgeshire Training Centre at Metalcraft in Chatteris whilst also supporting the development of higher-level skills by putting forward a bid with the College of West Anglia. She added that there were also several adult education innovation pilots specifically targeted at the Fens and said that she could provide additional detail to show the targeted interventions into Fenland. Fliss Miller told the panel that a large proportion of the adult education budget was now being used in Fenland as they had recognised the need to invest in skills to shift the position of Fenland compared to the other areas.

- Councillor Wicks referred to the reported creation of 139 jobs and asked how many of those were in Fenland? Ed Coleman informed the Panel that they were currently finalising the results and they would provide these when completed.
- Councillor Wicks referred to the 66 apprenticeships that had been created and asked how many of those were in Fenland? Fliss Miller responded that they did not have those details currently but that nearly 20 percent of the learning outcomes across the programme had been in Fenland. She explained that there was a specific focus on making sure that their teams were engaging with the businesses and assured the Panel that they would provide the apprenticeships statistics after the meeting. Councillor Wicks asked whether the list could outline what the apprenticeships were? Fliss Miller agreed and informed the Panel that she could provide the apprenticeship data by level and sector as well.
- Councillor Wicks asked how much more of the Bartlett site was being developed for use by other business? Simon Jackson stated that within three months 90 percent of Bartletts units had been let out, with 4 small units still being available on last check but these may have been let out since then. He informed the Panel that they had been attempting to persuade the Bartlett brothers to build more units on their empty land and said that the planning application for this was imminent. Councillor Wicks stated that he knew of companies that want to expand or find facilities to retain their business in Fenland.
- Councillor Wicks asked where people can find the information for the various grants? Anna

Goodall responded that with the start grow initiative they had put flyers in the residential Council Tax bills and that they were actively engaging with potential start-up businesses. She informed the Panel that there were already 21 businesses on the books without the use of communications and explained that this number would grow significantly once they began this process. Councillor Wicks explained that he had no knowledge of this and stated that Councillors should be part of the communication stream. Anna Goodall accepted the point around proactive communications and agreed that Councillors should also act as a conduit for information.

- Councillor Miscandlon supported Councillor Count's point about progression through the use of technology and the idea of employing an expert in this area. He also agreed with Councillor Wicks around his point regarding communications on the grants. Steve Clark informed the Panel that they had a suite of materials that had been built up over the past year and that this could be recirculated to the Council for dissemination to its Councillors. Ed Coleman added that they were actively engaging with the engineering community. Steve Clark informed the Panel that another big project is the University of Peterborough which launches in September and has a curriculum that is engineering manufacturing orientated with employer led courses. He encouraged businesses to get involved with this as it would be providing high level skill sets.
- Councillor Hay explained that it had been a big blow to Chatteris when the Bartletts site had shut and asked how many companies were on the site and how many people had been employed there? She asked if it was possible to get a list of the companies and the type of business they run? She also stated that she was interested to know how many of the companies qualified for grants or technical help through growth works within Chatteris as a whole. Ann Wardle informed her that there were around about 8 companies set up at the Bartletts site and stated that they had reached out for meetings with all of them and provided information regarding growth works. She stated that the type of businesses varied from construction to packaging companies with the largest occupant being MM Flowers.
- Councillor Hay pointed out that MM Flowers were originally based in Chatteris before moving to Alconbury, with the company having been offered a grant to move to Alconbury and asked whether it had been claimed? Ann Wardle informed her that they had retained their facility in Alconbury and expanded into Chatteris but she could not answer the question about the grant as it was outside the Council's remit.
- Councillor Booth made the point that figures had been provided regarding jobs and apprenticeships created but expressed the view that many of these would have been created organically anyway. He asked whether there was an indication of how much growth had been manufactured through the CPCA's work compared to what would have occurred naturally? Ed Coleman informed him that they were still exploring how they could quantify their effect on growth with the CPCA and that the jobs created was the only available figure currently. He stated that they will be able to provide more detail about the level of the jobs in future. Councillor Booth asked whether they would be able to provide a better indication in the following years presentation? Ed Coleman said that this would be available for the next presentation and explained that the position was developing constantly and it was simply a matter of when they will be able to give the exact GDP calculation.
- Councillor Booth identified that the target for diagnostics for businesses, which was 3,300, had not been met. He stated that later in the presentation they had provided a breakdown of the businesses in Fenland which appeared to total around 2,300 businesses. He asked how they ensured that the data was accurate, pointing out that there may have been a duplicate entry in the largest businesses section as Fenmarc was more than one legal entity and asked how they cross matched duplicates. Ed Coleman explained that with diagnostics they work on a 1 in 3 conversion and that they had outperformed the diagnostic conversion rate which meant that they had still hit the target. He noted that they did not record leads for diagnostics but that they had started to get quantifiable data around the biggest growth challenges that businesses face. Steve Clark explained that the point around Fenmarc showed how critically important links with people who have local knowledge are and whilst data was useful to an extent, it was the local intelligence on the ground which helped most

with some activities such as grants. He explained that this was supported by a lot of due diligence which can help identify duplicate areas but stated that they also rely a lot on the local intelligence. Councillor Booth asked whether they used methods such as looking for repeat data sets. Richard Cuda confirmed that they do use a tool for this called credit safe and that they check for updates overnight but that information is only taken from known available sources such as Companies House. He stated that where possible they do cleanse data but that it was reliant on the data provided and they were trying to implement new methods such as building an API from credit safe into hubspot but that data cleansing had been a challenge.

- Councillor Booth also reiterated the point made by Councillor Count about the prioritisation of Fenland and stated that this did need relooking at as Fenland should be receiving more than the other areas. He also recognised that they had redacted where the money or grants had been paid too and asked whether this information would be available under FOI as it was public money and was not covered by GDPR as the businesses are not identifiable people. He asked why they were not using these organisations receiving grants to market the service being provided? Ed Coleman stated that their marketing priority for the quarter was to get a case study bank and get people talking about the scheme on camera where they agreed to. He explained that they had redacted the information as they felt it was currently commercially sensitive and they did not want the information to be released into the public forum without the businesses being aware of this. Ed Coleman informed Councillor Booth that the Council did have access to the unredacted report and that this had also been made available to the relevant CPCA officers. Anna Goodall also mentioned that with the amount of information gained on businesses since the Covid pandemic and the amount of business grants administered there was now a far greater depth of information and accuracy of information which can be shared with the CPCA.
- Councillor Booth stated that Councillors should be acting as business champions and that this was an area that Fenland needed to learn from and take forward. Anna Goodall agreed with this point and noted that Councillor Benney was very proactive in his engagement with the team and was constantly aware of what was going on. She stated that they were keen to build on their network and accepted the point made previously by Councillor Wicks on missing the opportunity to engage with Councillors before contacting the public.
- Councillor Mason asked whether the situation in Ukraine would affect grant funding investment? Steve Clark noted that it could affect the Government's thinking on where they want to spend their budget but explained that they had already produced their spending reviews so they had an idea of what they would receive in the coming years. He explained that the CPCA have their own budgets and they know what they are for the next three years but in terms of private sector investment it remained to be seen whether the situation makes them nervous and hold back. Steve Clark stated that there were always pros and cons but it was difficult to see what these would be and they would need to see how it plays out. He informed the Panel that there were no significant Russian investments in the companies in Fenland as far as they knew. Richard Cuda explained that they run checks on every business that they deal with so any sanctions would be flagged and that no Russian investment or ownership had been identified as of yet.
- Councillor Wicks stated that he had been in regular contact with Simon Jackson since his appointment and that he was slightly concerned that the information regarding the grants had not been shared with him. He also expressed the view that Peterborough University was not a good option for everyone. Councillor Wicks pointed out that skill upgrading can be done outside a university, with upskilling being part and parcel of the Fenland community and that the path forward should be visible and available to everyone. He asked where the courses were and where the information on these were so that they could point businesses towards them? Steve Clark stated that it was within the growth work to promote the courses, with a lot of marketing communication going out to targeted firms and individuals on the skill side but agreed that it needed to be fixed so that Councillors also had access to that information. He explained that the training delivery was a mixture of private providers such as West Suffolk College and that not all training came from within Fenland as providers

were picked based on what needed to be taught.

- Councillor Mason thanked all attendees for their time and their presentation.

The update on CPCA Growth Service was noted for information.

(Councillor Count left the meeting at 14:30 due to a conflicting pre-arranged meeting)

OSC45/21 TRANSFORMATION & COMMUNICATIONS PORTFOLIO HOLDER UPDATE

Members considered the Transformation & Communications Portfolio Holder update.

Members asked questions, made comments and received responses as follows:

- Councillor Miscandlon stated that the Council were currently attempting to move services online and become fully internet integrated but asked what they were doing for residents who either had no access to the internet or did not wish to use the internet, stating that he did not wish to see people left behind. Councillor Tierney stated that this was an area that was important to him, explaining that they were not doing away with the old methods of communication and service and that they were keeping the traditional routes open alongside moving to a greater online presence. He stated that the Council were not trying to move everyone online. Councillor Miscandlon agreed with this approach but that the perception was that the Council was becoming fully internet based. He was glad for the confirmation that this was not the case as many of the older generation do not wish to move online. Councillor Tierney responded that he had a dual role as portfolio holder for IT and communications and that whenever the Council do a press release regarding this matter, they always assert that they will not be leaving people behind.
- Councillor Mason explained that there had been a lot of pressure on the local Council offices with residents calling in with all sorts of queries. He explained that they were often directed to the central number and asked what the process was from this point onwards. Councillor Tierney explained that changes had been made so that more could be done via the internet to reduce pressure on the traditional routes and that they had also introduced new call handling systems and software to help manage the way information is handled so that fewer people are needed but they can work faster and respond more quickly. Anna Goodall explained that the Council went live with My Fenland in July 2021 which brought together teams that had been customer facing under one umbrella, with the previous system involving the customer having to interpret which service they needed and then find the relevant number or email address for that service whereas the new system required no interpretation as there is now one central point of contact. She explained that as part of the process they changed the job descriptions to make them much more customer focused, eliminating single points of failure and took full advantage of the enhancements in technology and the digital process. Anna Goodall outlined the process for the panel stating that the new process involved customers phoning in via the 01354 654321 number to access the contact centre where they can then hold to get through to staff, with there now being two levels of staff within the structure, including advisors and technical officers. She explained that advisors deal with a wide range of questions and can reply to any query relating to the Council to a certain level and technical officers provide more in-depth responses as they work closely with services. She informed the panel that this freed up professional officer time and that feedback had been positive so far.
- Councillor Wicks questioned what feedback they provided to people who need assistance regarding a highly specialist area? He asked whether there was a confirmation email and asked what form of follow up there was for these types of contact? Anna Goodall explained that they respond in the manner that they were initially contacted in, with the key point being that they were avoiding customers ringing in and progress chasing as this was seen as an avoidable contact, so they try to manage customer expectations at first point of contact. She informed the panel that in cases where they do need to provide further information, they do provide timescales for a response.

- Councillor Booth stated that he felt that the performance indicator regarding the percentage of queries resolved at first point of contact was a misnomer as it only showed that the call was not passed on to another part of the Council. He felt it was a crude indicator and that it failed to give right impression and that the indicator needed to be reviewed as he felt that it was giving a false impression. Councillor Tierney argued that it was unfair to state that it gives a false impression. He welcomed Councillor Booth suggesting a different performance indicator after the meeting and stated that it was always good to provide more information providing it was not impacting officer time. Councillor Booth stated that as the panel were setting up a task and finish group to revise KPI's this was an area they could review.
- Councillor Miscandlon referred to calls answered within 20 seconds had a baseline of 74.81 percent but that they had only achieved 30.3 percent and asked whether this should be a red rating rather than an amber as performance was well below target? Councillor Tierney explained that the baseline was not the target in this case due to the previous year's figures being artificially inflated because of the Covid pandemic and having more staff available to deal with calls and the major change in structure with the My Fenland team. He informed the panel that they had set a 40 percent target as they had expected a dip in calls answered within 20 seconds with the new system and the percentage was beginning to improve now. Councillor Miscandlon agreed with Councillor Tierney's explanation for the lower target but added that they should have made the reasons behind the rating clearer in the report. Councillor Tierney accepted that it should have been made clearer why the target for the year was 40 percent.
- Councillor Mason questioned whether it was possible to record the number of calls made that the customer ended up hanging up on before being answered? Councillor Tierney stated that they do record calls in but if customers hang up it is hard to know the reason behind this. Anna Goodall explained that there was not a KPI for this but they do record the percentage of calls handled. She informed the panel that if they identify a high abandonment level then they would investigate this as they want to understand what affects customer behaviour so that they can make improvements and that they were constantly looking at improving the system along the journey.
- Councillor Booth made the point that the green ratings had an allowance of 5 percent, with most companies not applying an allowance and that the target should take this into account as it simply lowers the target by 5 percent. He suggested that this be looked at and that there should be no tolerance level on green ratings. Councillor Tierney explained that this was the corporate way in which the Council worked and it was how the statistics were interpreted and not what tolerance they had for ratings that mattered. He stated that the information was there and that it was relatively clear and if the Overview and Scrutiny panel suggested it be reviewed at a corporate level then it could be looked at. Councillor Booth suggested that it could be added to the task and finish group.
- Councillor Booth asked what had been done to improve risk and compliance management within the ICT service? Stephen Beacher explained that with compliance the Council meets all the PSN and PCIDSS compliance ratings and that they always look out for more risks such as extra cyber risks with the Russia Ukraine conflict. Councillor Booth asked for clarification that they had not introduced a new way of looking at risk and compliance in ICT and that it was just that the day to day management of it was keeping up to speed with new and emerging threats? Stephen Beacher explained that this was down as a future project. Councillor Booth asked how confident were ICT that they have achieved compliance and whether they have had a review? Stephen Beacher responded that they were currently working with an external penetration service who would provide a review that would then be handed on to the Cabinet Office and if anything was identified that needed fixing this would be completed before the submission was sent to the PSN.
- Councillor Booth noted that new complaints data was going to be provided on the first of April and expressed his disappointment that nothing had been made available for this meeting. He asked for reassurance that from 1 April regular updates on complaint data will be received? Councillor Tierney gave his apologies that data had not been provided for the meeting and confirmed that they will be sending the reports in the future. He stated that if

members were unhappy with the way it was presented then they will work to keep improving it.

- Councillor Tierney explained that the Council had developed a lot of online forms and stated that it would be useful if the Panel could take a look and see if they could identify any issues with them and provide some feedback. Councillor Miscandlon responded that they would be happy to do so and asked whether a list of forms could be provided that they wished to be tested. Councillor Tierney agreed to provide a list of forms for testing.
- Councillor Mason stated that the panel were pleased with the progress that had been made.

The Transformation & Communications Portfolio Holder update was noted for information.

OSC46/21 FUTURE WORK PROGRAMME

Members considered the Future Work Programme:

- Councillor Mason made the point that the programme had been extended for the following year and asked if members had any comments on what had been included.
- Councillor Miscandlon expressed the view that the agenda for the meeting of 9 May 2022 seemed to be pretty full with the Cultural Strategy and Commercial Investment Strategy and Investment Board and asked whether there was enough data available to fill the meeting. Councillor Mason responded that they would not know until the day. Councillor Booth stated that the Commercial Investment Strategy and Investment Board would be the main topic of discussion with a year's worth of work to be covered. He said that the Cultural Strategy is more driven by the Arts Council with Fenland District Council acting as custodians and suggested that there may be less to discuss on this item.
- Councillor Miscandlon expressed the view that the Housing Enforcement item would also be short as he doubted that there would be much of an update. Councillor Mason stated that he believed it would be quite a full meeting and that the agenda would be left as it is.
- Councillor Booth asked whether the Task and Finish item would be to agree the terms of reference to allow them to move forward. Councillor Mason confirmed that this was the case.

3.31 pm

Chairman

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UPDATE ON PREVIOUS ACTIONS

REF	Date Requested	Question	Target Date
COMPLETED ACTONS			
GENERAL			
1.	07.02.2022	Request a further update report on road safety in Fenland.	Compete
		Matthew Stanton has confirmed his attendance at the meeting scheduled for October 2022.	
2.	17.01.2022	Request to invite Jyoti Atri Public Health Director to give a presentation to Overview and Scrutiny.	Further updates to be provided when possible.
		Amy Brown has written to invite Jyoti Atri's attendance at a future panel meeting and arrangements are currently also being made for her to undertake a visit. Attendance at the Committee will be confirmed following the visit.	
Transformation & Communications Portfolio Holder update			
3.	07.03.2022	Councillor Miscandlon asked whether a list of forms could be provided that they wished to be tested	Complete
		<p>The following email was circulated on 27/04/22.</p> <p>Dear Members,</p> <p>As part of the Transformation and Communications Portfolio Holder Update at the last O&S meeting (7 March 2022), Cllr Tierney explained that the Council had developed a number of online website forms and it would be useful if the Panel could take a look at them and provide feedback. Please find below links to our suite of Report an issue forms: Report - Fenland District Council and our suite of Apply online for Council Services: Apply - Fenland District Council</p> <p>As part of our Better Online Services project, we are continually improving our online offer. Some of the forms (i.e. report an abandoned vehicle) are a complete end to end process where customers report the vehicle and data is directly passed into our back office system without any staff involvement. Other forms (i.e. report apply for an assisted bin collection) need staff intervention to transfer information that customers complete into our back office system.</p> <p>We are currently working on an improvement programme for the online forms on a priority basis, based on customer</p>	

REF	Date Requested	Question	Target Date
		<p>usage/demand.</p> <p>As these are live forms, please could you complete using 'test' information so it is clearly visible you are testing the forms, or that you do not press submit.</p> <p>Please forward any comments to David Wright at communications@fenland.gov.uk</p> <p>Kind Regards Cllr Tierney</p>	
ONGOING ACTIONS			
1.	07.02.2022	Request to invite the Mayor of Cambridgeshire and Peterborough Combined Authority to attend a future meeting of O&S to discuss the levelling-up agenda for Fenland.	ASAP with an update to the programme anticipated for July 2022.
		For further discussion at the pre-meet.	
2.	07.03.2022	Councillor Count asked what Growth works were doing to support levelling up in Fenland	9 May, email has been sent chasing response 21 April
		Fliss Millar informed the panel that there were several adult education innovation pilots specifically targeted at the Fens and said that she could provide additional detail to show the targeted interventions into Fenland	
3.	07.03.2022	Councillor Wicks asked how many jobs had been created in Fenland	9 May, email has been sent chasing response 21 April
		Ed Coleman informed the Panel that they were currently finalising the results and they would provide these when completed.	
4.	07.03.2022	Councillor Wicks referred to the 66 apprenticeships that had been created and asked how many of those were in Fenland and asked whether the list could outline what the apprenticeships were?	9 May, email has been sent chasing response 21 April
		Fliss Millar committed to providing the statistics after the meeting and agreed to provide what the apprenticeships were by level and sector as well	
WATCHING BRIEF ITEMS			
1.	8.11.2021	Cllr Booth requested a watching brief on Peterborough City Council's planning review and how this may affect Fenland	Next review – July 2022
		The arrangements that Fenland District Council has in place with Peterborough City Council remain in the following areas:	

REF	Date Requested	Question	Target Date
		<p>Development Management</p> <ul style="list-style-type: none"> • Shared support manager • Viability validation assessments that are required relating to S106 agreements Planning Policy • The work required to get a new adopted local plan. <p>Peterborough City Council’s planning review is ongoing as is our continued engagement with them in relation to the possible outcomes. Meanwhile we have been pleased to announce that Nick Harding, Head of Planning, has agreed to continue his work as Head of Planning at FDC as he always has done and this means no change in service for FDC as was emailed to all members before Christmas.</p> <p>A further update was provided from Dan Horn on the 11th January 2022 as follows:</p> <p>“The arrangements that Fenland District Council has in place with Peterborough City Council remain in the following areas:</p> <p>Development Management</p> <ul style="list-style-type: none"> • Shared support manager • Viability validation assessments that are required relating to S106 agreements <p>Planning Policy</p> <ul style="list-style-type: none"> • The work required to get a new adopted local plan. <p>Peterborough City Council’s planning review is ongoing as is our continued engagement with them in relation to the possible outcomes. Meanwhile we have been pleased to announce that Nick Harding, Head of Planning, has agreed to continue his work as Head of Planning at FDC as he always has done and this means no change in service for FDC as was emailed to all members before Christmas.”</p> <p>The Head of Planning is a part-time post of 2.5 days per week. The post holder is making Tuesdays and Wednesdays their regular working days with the remaining half day ‘floating’ to enable attendance at corporate / team / staff / project meetings as necessary. There may be the need on occasion to change the Tuesday / Wednesday working days to cover the operational needs of the service, leave etc. All reasonable endeavours are used to monitor incoming emails and phone messages on non-working days so that any urgent matters can be responded to. The arrangements that are currently in place are near identical to those when the Head of Service post was shared with Peterborough City Council.</p>	

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Agenda Item No:	6	
Committee:	Overview & Scrutiny	
Date:	9th May 2022	
Report Title:	Progress on Housing Enforcement Policy	

Cover sheet:

1 Purpose / Summary

To receive an update on progress on the Housing Enforcement Policy that has been in operation since July 2018

2 Key issues

- New Housing Enforcement Policy approved at Full Council in July 2018
- Policy was an action from a member led working group which looked into issues affecting the condition and management of the private rented sector
- The Council also had the opportunity to utilise new powers available through Civil Penalty Notices as a way of sustaining the resource required to deal with the issues affecting the condition and management of the Private Rented Sector.
- To date x landlord appeals have been heard by a tribunal judge relating to proposed Civil Penalty Notices, with all being upheld in the Council's favour.
- Nevertheless, there has been some learning from Court cases that has led to the need to have a legal review of the policy to give greater clarity to all involved in the process.
- Therefore a proposed revised policy is attached at appendix A with track changes to show amendments based on legal feedback and to update new regulations that have been brought in nationally.
- Performance has been good with interventions in 903 properties since the policy came into force (August 2018 - April 2022)
- The Council has secured income from fines that is used to sustain additional officer resource that is needed to tackle condition and management issues in rented homes at no additional cost to the taxpayer.
- All income from fines must be utilised in tackling housing issues within the district.
- The Council is utilising new fine recovery powers available through the Civil penalty Notice to recover debts outstanding
- Alongside the stick of enforcement, the Council continues to build engagement with landlords to support them in reducing the risk of them falling foul of the requirements relating to renting out a home to a tenant.

3 Recommendations

- Overview & Scrutiny are asked to consider the progress made in the utilisation of the Housing Enforcement Policy that was approved by Full Council in July 2018.
- Give feedback on the proposed amendments to the Housing Enforcement Policy to help inform a revised policy to progress through the Council's governance process.

Wards Affected	All
Forward Plan Reference	
Portfolio Holder(s)	Cllr Sam Hoy
Report Originator(s)	Dan Horn - Acting Assistant Director Sarah Gove - Housing & Communities Manager Jo Evans - Private Sector Housing Officer Steve Hammond - Private Sector Housing Officer
Contact Officer(s)	As above
Background Paper(s)	Agenda Item No.10 - Housing Enforcement Policy.pdf (fenland.gov.uk) att6997.pdf (fenland.gov.uk) Agenda Item No.11 - Corporate Enforcement Policy.pdf (fenland.gov.uk)

1 Background / introduction

- 1.1 A new Housing Enforcement Policy was approved by Full Council in July 2018 [Agenda Item No.10 - Housing Enforcement Policy.pdf \(fenland.gov.uk\)](#) as an action from the findings of a member led working group which looked into issues affecting the condition and management of the private rented sector [att6997.pdf \(fenland.gov.uk\)](#) (March 2018 Cabinet).
- 1.2 The policy is complemented by the Council's Corporate Enforcement Policy [Agenda Item No.11 - Corporate Enforcement Policy.pdf \(fenland.gov.uk\)](#) which was approved in July 2018 at Full Council.
- 1.3 The policy direction given by the member review group and the Portfolio Holder for Housing was that we should not be seen to be penalising all landlords through a "Selective Licensing Scheme" but instead ensure enforcement action is taken against Landlords' who are not meeting the legal regulations being a Landlord.
- 1.4 The Council also had the opportunity to utilise new powers available through Civil Penalty Notices as a way of sustaining the resource required to deal with the issues affecting the condition and management of the Private Rented Sector. Between April 2018 and April 2020 the Council received external funding (Controlling Migration Funding) from central government as they recognised the issues and concerns in how many houses were being managed by landlords not fulfilling their responsibilities. This led to concerns in the wider community from residents living near properties not managed correctly. The concerns were multi agency including the Police, Benefit Fraud, Housing, Trading Standards, Border Forces, and at times the National Crime Agency. Operation Pheasant partnership has been formed for over 10 years in response to these issues. The use of Civil Penalty Notices was a way of sustaining the resource needed to proactively tackle issues at no additional cost to the Fenland taxpayer. The new approach utilising CPN's commenced in September 2019.
- 1.5 This report updates Members on the progress that has taken place in response to the new Housing Enforcement Policy

2 Considerations

- 2.1 A significant element of their work has involved utilising the Civil Penalty Notice (CPN) enforcement powers:
- 2.2 If a landlord or agent does not comply with an improvement notice or has a property that should be licensed but is not (House in Multiple Occupation Mandatory License), then a Notice of Intent CPN (NOICPN) is served outlining the reasons for the NOICPN and the fine amount based on a matrix set out in our approved housing enforcement policy. The fine maximum £30,000.
- 2.3 The recipient has the right to a review by the Council which is undertaken by the head of service.
- 2.4 The review can either amend, uphold or withdraw the CPN.
- 2.5 If the final CPN is served following the review then the recipient can still appeal to the Residential Property Tribunal (RPT)
- 2.6 The RPT ask the Council and the recipient to narrow the issues further prior to the hearing.
- 2.7 The hearing is then held, and a decision made.

- 2.8 To date 3 landlord appeals have been heard by a tribunal judge, with all being upheld in the Council's favour
- 2.9 This is reassuring in that our processes and systems have stood up to scrutiny by a judge.
- 2.10 Nevertheless, there has been some learning from Court cases that has led to the need to have a legal review of the policy to give greater clarity to all involved in the process.
- 2.11 The proposed revised policy is attached at appendix A with track changes to show the proposed amendments.
- 2.12 In summary the changes deliver:
- Improved layout and wording in some sections
 - Additional new regulations that the Council is now enforcing on, although the policy does reflect the fact that regulations change and the Council will implement and enforce changes as required once a policy has been approved.
 - A new approach to the fine matrix to reflect legal feedback but remaining within the fine maximum of £30,000
 - The need to be more explicit on the checks and balances offered for a landlord or agent on the ability to pay to be considered as part of the review process by the Council.

3 Performance considerations

- 3.1 The 4 tables below show the number of private rented homes where positive action has been taken to address condition and management safety issues.

3.2 AUGUST 2018 MARCH 2019 BY VILLAGE AND TOWN = 165

Town	HMOs Investigated	Private Rented Investigated
Wisbech	43	40
March	8	22
Chatteris	1	14
Whittlesey	0	11
Villages	2 Leverington = 2 HMO TOTALS 54	24 Benwick =2 Doddington = 2 Elm = 1 Gorefield =2 Leverington = 6 Manea =2 Newton = 2 Parson Drove = 2 Turves = 1 Tydd SG = 1 Wimblington= 2 WSM = 1 PRIVATE RENT TOTALS = 111

3.3 APRIL 2019 - APRIL 2020 BY VILLAGE AND TOWN = 208

Town	HMOs investigated	Privately Rented Homes investigated
Wisbech	15	79
March	1	39
Chatteris	1	16
Whittlesey	1	23
Villages	1 Wimblington = 1 HMO TOTALS 19	32 Christchurch =1 Doddington = 1 Elm = 2 Fridaybridge =3 Gorefield = 6 Guyhirn =1 Leverington = 3 Manea = 2 Morrow = 2 Newton = 1 Turves = 2 Tydd = 2 Wimblington = 1 WSM = 5 PRIVATE RENT TOTALS = 189

3.4 APRIL 2020 - APRIL 2021 BY VILLAGE AND TOWN = 253

Town	HMOs investigated	Privately Rented Homes investigated
Wisbech	38	84
March	2	33
Chatteris	1	31
Whittlesey	1	19
Villages	4 Elm = 1 Leverington = 2 Thorney Toll = 2 HMO TOTALS 46	40 Benwick =1 Coates =2 Coldham = 2 Christchurch =2 Doddington = 2 Elm = 1 Fridaybridge =1 Gorefield = 1 Guyhirn =2 Leverington = 7 Manea = 4 Murrow = 6 Parson Drove = 1 Tydd = 2 Wimblington = 1 WSM = 5 PRIVATE RENT TOTALS = 207

3.5 APRIL 2021 - APRIL 2022 BY VILLAGE AND TOWN = 277

Town	HMOs investigated	Privately Rented Homes investigated
Wisbech	47	135
March	3	24
Chatteris	1	18
Whittlesey	0	27
Villages	1 Leverington = 1 HMO TOTALS 52	21 Benwick =1 Coldham = 1 Doddington = 2 Eastrea = 1 Elm = 1 Guyhirn = 1 Leverington = 2 Manea = 2 Murrow = 1 Newton = 1 Parson Drove = 1 Thorney Toll = 1 Tydd = 2 Wimblington = 2 WSM = 2 PRIVATE RENT TOTALS = 225

3.6 From working within the new guidelines in accordance with the Housing Enforcement Policy the following income has been received / charged and not yet recovered:

Area of focus	Total Income received September 2019 - March 31st 2022 (£)	Total charged from September 2019 - March 31st 2022 (£)

Prosecution	0	0
Improvement Notice	11,640	15,120
Prohibition	160	1,440
CPN (Final)	70,553.50	279,938
Other	144	144
HMO applications	40,500	40,500
Total	122,997.50	323,542

3.7 Alongside this, the following is in the process of determination as part of a NOICPN “. These cases are currently going through due process which involves the landlord requesting a review by the Council. Once the review is completed a final CPN is served (if not withdrawn as a result of the review information provided). The landlord subsequently can appeal to the Residential Property Tribunal:

Area of Focus	Fine total...prior to review outcome as at 31st March 2022
CPN notice of intent	2,250

- 3.8 Guidance and regulations linked to the legislation for housing enforcement specifies that income received in response to non-compliance must be ringfenced to support ongoing work in relation to housing regulation.
- 3.9 There is a significant outstanding debt that it is under various stages of recovery. A significant chunk will be recovered through new debt recovery powers available through CPN guidance to recover the debt. There is a focus on recovery of costs and close work is underway to utilise relevant powers in the debt recovery policy and the additional support that can be given through the Civil Penalty Notice Guidance which states "Where the landlord or property agent fails to pay a civil penalty, the local housing authority should refer the case to the county court for an order of that court. If necessary, the local housing authority can transfer the debt into a High Court Writ (at the cost of £71 per case) which affords the debt to be collected by High Court Enforcement Sheriffs to enforce the order and recover the debt with additional costs payable by the creditor."
- 3.10 This is now already bearing fruit with the threat of these powers seeing landlords who had refused to pay, paying outstanding monies prior to a visit from the bailiffs.
- 3.11 There remain many issues that require regulation and enforcement and Operation Pheasant is still supported and prioritised by the Police. It is felt that the impact of the threat of more enforcement is having a ripple effect to drive improved management and conditions of this growing housing sector. However, there is no sign of a reduction in issues being found that require an enforcement approach.

4 Landlord and Agent Engagement

- 4.1 Alongside the enforcement policy approach the Council continues to offer engagement opportunities to landlords.
- 4.2 At Landlord and Agent forum events the following support and agenda items have been delivered:

- Fire Safety Measures

- Planning advice
- Refuse Collection
- Legal Advice re Possession Proceedings
- HMO Application Process
- Legislative updated from RLA Representative
- DWP Advice (Universal Credit Implications)

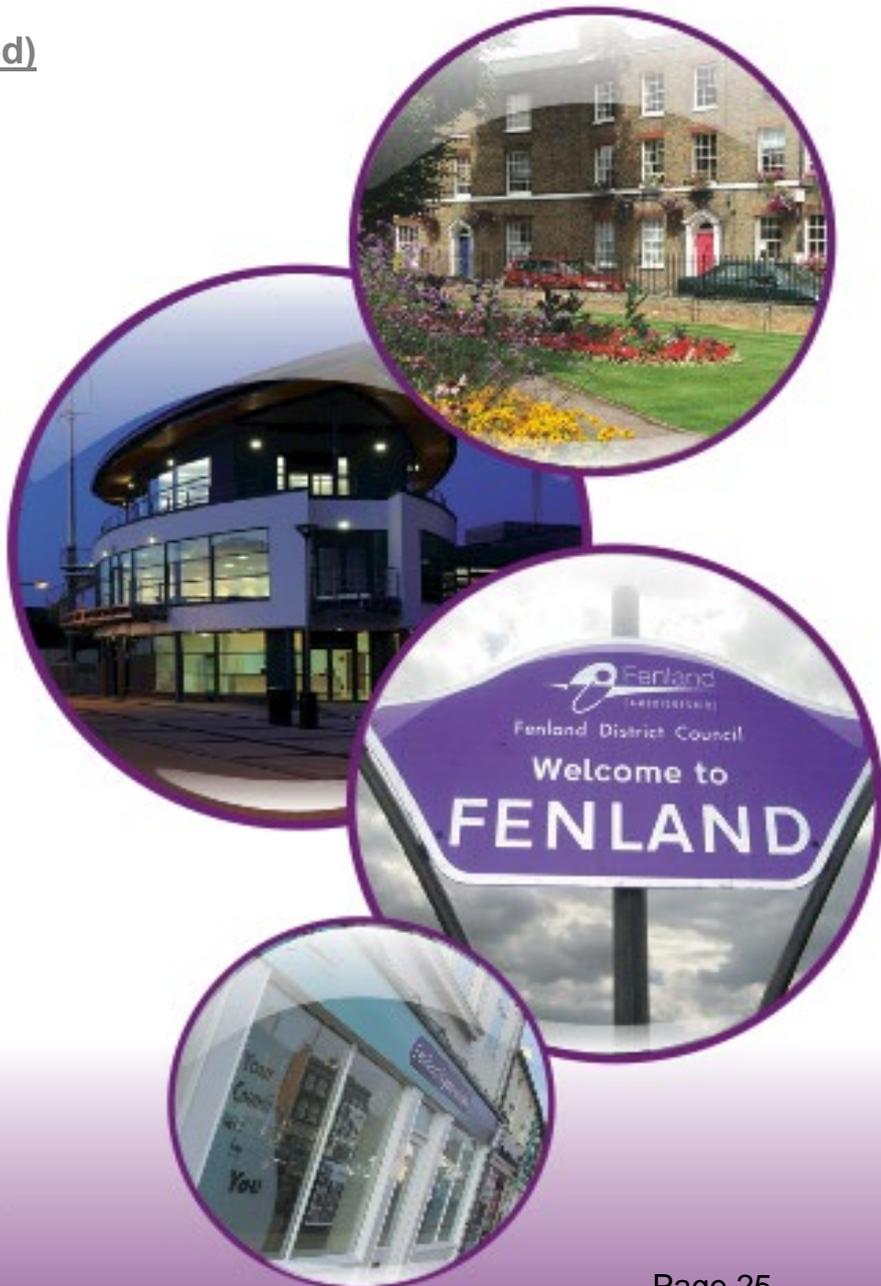
4.3 Landlord and Agent engagement will continue to be an important strand in our approach to raise standards in the sector and offer support to our Landlords and Agents.

5 Effect on corporate objectives

5.1 Support vulnerable members of our community to:

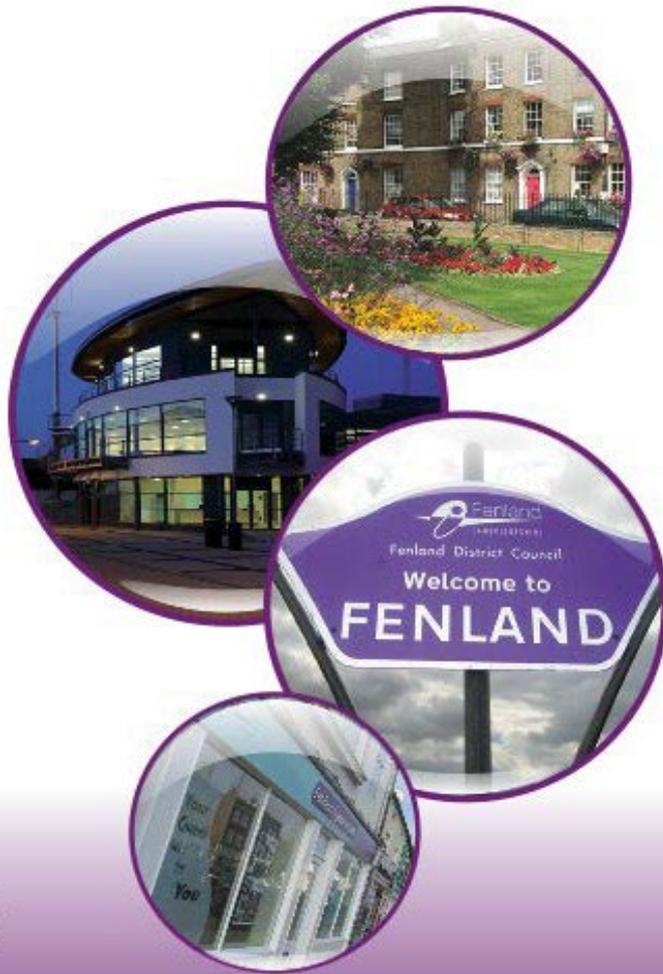
- Use our housing powers to prevent homelessness, reduce rough sleeping, meet housing needs, improve housing conditions and keep homes safe and accessible.

Policy title: (delete if not required)



Appendix title: (delete if not required)

Housing Enforcement Policy



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Introduction

The aim of this policy is to allow the consistent and fair enforcement of housing legislation to raise standards in the private housing sector within the district of Fenland.

The policy is based around the Regulators' Code which this Authority has adopted. The general principles of good enforcement, which are set out in the council's Corporate Enforcement Policy including Prevention Intervention and Enforcement, are to be adhered to by the council in its housing enforcement activities and when carrying out enforcement we will have regard to all legal requirements which may apply to our actions.

All enforcement decisions and actions will be made having due regard to the provisions of equal rights and anti-discrimination legislation. Local Authorities have extensive powers to intervene where they consider there are breaches of housing and letting legislation.

Enforcement of housing standards is an integral part of meeting the council's statutory duties in relation to Private Sector Housing. This policy applies to all tenures; housing associations (registered providers), private sector landlords, letting agents and owner occupiers; and sets out to undertake its housing enforcement role in a consistent, practical, open and transparent manner; taking into account the Code of Practice for Crown Prosecutors. This policy sets out the majority of the current regulatory legislation that the Council has at its disposal to use. It is not an exhaustive list and the council reserves the right to implement the enforcement of other legislation, including any new or revised legislation or regulations, prior to any policy updates.

The fees and charges laid out in the policy will be reviewed on an annual basis as part of the council's fees and charges setting process.

Expectations of Stakeholders

Landlords

The council expects landlords to be aware of their responsibilities and to keep updated with any new or amended legislation/regulations. Where a landlord receives a request for service from a tenant the council expects the landlord to respond in a timely manner and resolve the issues at the earliest opportunity and independent of the council's intervention.

Where a landlord fails to respond, or address their tenants concerns, the council may intervene to safeguard the tenant's health and safety, and ensuring the landlord complies with their legal duties.

Where the chosen course of action is informal, council officers will advise landlords on how to comply with legislation. The council may ask landlords to respond with their proposal within a reasonable timescale and consideration will be given to any schedule of works.

However, where there is evidence that a landlord has failed to respond to an informal request from either the tenant, or the council officer, or does not progress as per the agreed schedule of works, the council will initiate formal action by either the service of a notice, carrying out works in default and/or prosecution, either via the criminal or civil route.

There may be times where the council identifies properties that require immediate

Deleted: housing conditions are unacceptable. The options are mostly contained in the Housing Act 1985, the Housing Grants, Construction and Regeneration Act 1996 and the Housing Act 2004. These interventions include:¶

Deleted: <#>enforcement activity (e.g. serving notices on owners to defer action, repair, demolish or prohibit the use of dwellings);¶
<#>slum clearance;¶
<#>compulsory purchase order (e.g. for empty homes); renewal areas;¶
<#>works in default;¶
<#>disabled facilities grants; and private sector renewal grants.¶

Deleted: This policy applies to Housing Associations (Registered Providers) and private sector landlords.¶

Deleted: and

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Deleted: This policy sets out to ensure the Council undertakes its housing enforcement role in a consistent, practical, open and transparent manner. When an officer is dealing with a property which is below acceptable standards, this housing enforcement policy will be followed.¶

The policy takes into account the Code of Practice for Crown Prosecutors.¶

Deleted: This policy sets out the current regulatory legislation that the Council has at its disposal to use. The council reserves the right to implement the enforcement of new legislation or new /revised regulations prior to any policy updates...

Deleted: It may be other legislation or regulation will come into operation before this policy is updated and the Council reserves the right to do so if the legislation allows.¶

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Deleted: What to expect from the Private Sector Housing Team¶

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intervention to protect the health and safety of residents, visitors or the general public. The council will notify the relevant parties of such intervention within the stipulated legal timeline. Where remedial works are carried out in default, a legal charge will be registered on the title deeds and attempts to recover the debt(s) will be made via the civil route. Once the debt is cleared the registered charge will be removed.

Tenants

Legislation covering landlord and tenant issues require that tenants notify their landlords of any problems with the property. This is because landlords can only carry out their obligations under the legislation once they have been made aware of the problem. Wherever possible this communication should be done in writing, allowing 14 days for the landlord to respond, as the documentary evidence will be required by the housing enforcement officers at a later date.

In certain situations, tenants will not be required to write to their landlord first, e.g.:

- where the matter appears to present an imminent risk to the health and safety of the occupants,
- where there is a history of harassment/threatened illegal eviction/poor management practice, or
- where the tenant could not, for some other reason, be expected to contact their landlord/managing agent, e.g., a hospital leaver whose property is in poor condition and cannot be discharged

Where no, or an inadequate response from the landlord/agent has been received, it may be deemed appropriate for the council to intervene. The council will advise tenants as to what action it can take and within what timescales.

The council expects tenants to cooperate with the landlord to facilitate the works to be carried out and to advise the council of any remedial work undertaken by the landlord.

The role of the Private Sector Housing team is to ensure house conditions are safe and healthy and **does not** serve to increase applicants' priority on the housing register.

Owners

Other than in exceptional circumstances, the council expects owner-occupiers, including long leaseholders, to take their own action to remedy hazards at their own properties. The Council will decide whether there are exceptional circumstances in a particular case to justify intervention.

Letting Agents

The council expects agents to be aware of their responsibilities and to keep updated with any new or amended legislation/regulations. Where an agent is managing the maintenance

Deleted: We will advise you of the legislation and how to comply with it....

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¶
We will advise you as to what action you need to take to comply with the legislation and ask you to respond with your proposal of how you intend to comply within a reasonable timescale. Where a landlord demonstrates there is a planned improvement programme Officers will give consideration to this.¶

¶
If we are satisfied with your proposal we will work with you to comply within agreed timescales. If we are not satisfied with your proposal or how the work is progressing we will initiate formal action by either the service of a notice, carrying out works in default and/or prosecution; either via the criminal or civil route.¶

¶
In making the decision to prosecute we will have regard to how serious the offence is, the benefit of prosecution and whether some other action would be better.¶

¶
A charge will be made for the service of a notice.¶

Deleted: The council expects tenants to report any repair issues to their landlord, in writing, before requesting council intervention, allowing 14 days for a response. ...

Deleted: We will expect you to advise your landlord, in writing, of the issues within your property before contacting us.¶

Deleted: We will advise you as to what action we can take and the expected timescales.¶

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Deleted: We will expect you to cooperate with the landlord to get the works carried out and to advise us of any action taken by the landlord.¶

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Deleted: Engagement with the Private Sector Housing team is to ensure house condition improvement only and is not intended to increase priority on the housing register.¶

Deleted: The council expects owners to maintain their own properties so that they are safe and healthy.¶
We will expect owners to maintain the properties they live in.¶

¶
Where it is deemed there is a serious risk to a person's health and/or the property is causing a statutory nuisance to neighbouring properties the council will consider formal enforcement action, requiring the responsible person to take the necessary action.¶
Enforcement action will be considered if there is a serious risk to a person's health and/or the property is causing a statutory nuisance to neighbouring properties.¶

¶
Where it is considered enforcement is not appropriate, or there are safeguarding concerns, the council will ...

Deleted: Where there are safeguarding concerns, or where it is considered enforcement is not appropriate, the council will consider alternative interventions.¶

contract on behalf of the landlord and receives a request for service from a tenant, the council expects the agent to respond in a timely manner and resolve the issues at the earliest opportunity, independent of the council's intervention.

Where the agent has managing responsibilities and/or has a legal duty to comply with legislation, the council will take appropriate enforcement action in cases of non-compliance and may serve notices on both the landlord and agent where appropriate.

In cases where there is non-compliance, the council will also consider taking prosecution action against the Letting Agent.

Owners of Empty Homes

The council will work with owners of empty homes to bring their properties back into use,

Where properties remain empty for a period of 2 years or more and the owner fails to cooperate with the council, enforcement action, such as Compulsory Purchase Order, Empty Dwelling Management Order, and Enforced Sale, may be considered, particularly where, the empty property is having a detrimental impact on the neighbourhood/community.

Deleted: We will work with owners of empty homes to bring empty homes back into use. Incentives may be available to owners to make their empty homes available to the council in discharging their statutory Homelessness duties.¶

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Housing Act 2004

The Housing Act 2004 is the principal Act covering statutory action delegated to housing authorities in ensuring tenants are afforded safe, warm and healthy homes. The Act makes provisions about housing conditions, to regulate houses in multiple occupation (HMOs) and certain other residential accommodation.

<https://www.legislation.gov.uk/ukpga/2004/34/contents>

Housing Health & Safety Rating System (HHSRS)

The Housing Act 2004, together with Regulations made under it, prescribes the Housing Health and Safety Rating System (HHSRS) as the means by which Local Housing Officers assess housing conditions and evaluate the potential risks to health and safety from any deficiencies identified in dwellings.

The scores for each hazard are ranked in bands. Hazards falling into bands A to C are more serious and are classed as Category 1. Less serious hazards fall into bands D to J and are classed as Category 2. The council has a duty to remove Category 1 hazard and a power to remove Category 2 hazards.

The score is based on the risk to the potential occupant who is most vulnerable to that hazard. However, in determining what action to take, the council will not only take account the score, but also whether the council has a duty or discretion to act, the views of occupiers, the risk to the current and likely future occupiers, visitors and the presence of other significant hazards in the property.

If a Category 1 hazard is identified, the council has a duty to require the responsible person to remedy the defect. The council has discretionary powers to deal with Category 2 hazards and the most appropriate course of action will be determined on a case-by-case basis. Where an improvement notice is served, the council will require sufficient works to abate the hazard.

Hazard Awareness Notices

Hazard Awareness Notice relating to Category 1 Hazards; section 28

Hazard Awareness Notice relating to Category 2 Hazards; section 29

The above notices are deemed appropriate where a hazard or hazards have been identified but are not necessarily serious enough to take more formal action. These notices serve to draw the responsible person's attention to the need for remedial action. These notices should not be used if the situation is considered serious enough for follow up inspections to be made. This notice is not registered as a land charge and has no appeal procedure.

Improvement Notices

Deleted: against landlords breaching their duties.

Deleted: Legislation¶

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Deleted: which pose a risk to the health and safety of occupants and visitors and determine the appropriate enforcement action and decide on action to deal with poor housing....

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¶

HHSRS is the evaluation of

Deleted: It is a risk assessment system of the likely effect of housing conditions on the health of occupiers. 29 potential hazards are assessed and scored for their severity.¶

Deleted: The council must take appropriate action in respect of a Category 1 hazard, and may do so in relation to Category 2 hazards....

Deleted: A 'Category 1 hazard' arises when a hazard reaches a score of 1000 or more under the Housing Health and Safety Rating System. A 'Category 2 hazard' arises when a hazard reaches a score of 999 or less under the Housing Health and Safety Rating System.¶

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Deleted: The Housing and Planning Act 2016 confers additional enforcement powers as described in this Policy.¶

Deleted: Statutory Action¶

The Housing Act 2004 is the principal Act covering statutory action. If a Category 1 hazard is identified, the council has a duty to require the owner to remedy the defect. The council has discretionary powers to deal with Category 2 hazards and the most appropriate course of action will be decided on a case-by-case basis. Where an improvement notice is served, the council will require sufficient works to abate the hazard for five years.¶

¶

It is for the council to determine the most appropriate course of action in relation to the hazard in all circumstances. Consideration is to be given to all relevant factors of the case, to published guidance from central government & professional organisations and to the views of owners and tenants, before formal action is taken.¶

¶

There are a number of different notices available to the council which requires a person, business or organisation to comply with specific requirements relating to Category 1 and 2 hazards.¶

Deleted: This is used where a hazard has been identified but it is not necessarily serious enough to take more formal action. It is a way of drawing attention to the need for remedial action. This notice should not be b...

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Improvement Notices relating to Category 1 Hazards; section 11

Improvement Notices relating to Category 2 Hazards; section 12

Improvement notices will serve as the most appropriate form of enforcement action where Category 1 and/or Category 2 hazards exist.

Deleted: An improvement notice will provide the most appropriate action for most Category 1 hazards where reasonable remedial works can be carried out to reduce the hazard sufficiently.¶

Prohibition Orders

Prohibition Orders relating to Category 1 Hazards; section 20

Prohibition Orders relating to Category 2 Hazards; section 21

A prohibition order may be appropriate when conditions present a risk, but remedial action is unreasonable or impractical e.g. where there is inadequate natural light to a room or no protected means of escape in fire. The order may prohibit the use of part or all of a premise for some or all purposes. It may also be used to limit the number of persons occupying the dwelling or prohibit the use of the dwelling by specific groups. In an HMO it can be used to prohibit the use of specified dwelling units.

Suspended Notices & Suspended Prohibition Orders

Suspension of Improvement Notice; section 14

Suspension of Prohibition Order; section 23

These may be suspended where enforcement action can safely be postponed until a specified event or time. This can be a period of time or a change in occupancy. Current occupation and wishes may be taken into account. These may also be used where there is programmed maintenance. The suspensions must be reviewed at least every 12 months. The advantage of suspending a notice is that there is a record of the Local Housing Authority's involvement and the situation must then be reviewed. It is also recorded as a land charge.

Emergency Remedial Action, Section 40

When the council is satisfied that a Category 1 hazard exists on any residential premises and is further satisfied that the hazard involves an imminent risk of serious harm to the health and safety of any occupiers or visitors and no Management Order is in force under Chapter 1 or 2 of Part 4 of the Act. Emergency Remedial Action may be taken by the Authority in respect of one or more Category 1 hazards on the same premises or in the same building containing one or more flats. The action will be whatever remedial action the council considers necessary to remove an imminent risk of serious harm.

This is likely where the council considers it is immediately necessary to remove the imminent risk of serious harm, there is no confidence in the integrity of any offer made

by the owner to immediately address the hazard, and the imminent risk of serious harm can be adequately addressed through remedial action to negate the need to use an Emergency Prohibition Order. If this action is taken, a notice will be served within 7 days of taking the Emergency Remedial Action, detailing the premises, the hazard, the deficiency, the nature of the remedial action, the date action was taken, and the rights of appeal.

Emergency Prohibition Orders, Section 43

When the council is satisfied that a Category 1 hazard exists on any residential premises and is further satisfied that the hazard involves an imminent risk of serious harm to the health and safety of any occupiers of those or any other residential premises and no Management Order is in force under Chapter 1 or 2 of Part 4 of the Act, action may be taken by the Authority in respect of one or more Category 1 hazards on the same premises or in the same building containing one or more flats. The order specifies prohibition(s) on the use of part or all of the premises with immediate effect.

This is likely where the imminent risk of serious harm cannot be adequately addressed through the use of emergency remedial action for whatever reason. Where this action is taken the council will, if necessary, take all reasonable steps to help the occupants find other accommodation when the tenants are not able to make their own arrangements.

Demolition Order, Section 46 (Housing Act 2004), Part 9 (Housing Act 1985)

When the council is satisfied that a Category 1 hazard exists in a dwelling or HMO which is not a flat, and a Management Order is not in force, or in the case of a building containing one or more flats where the council is satisfied that a Category 1 hazard exists in one or more of the flats contained in the building or in any common parts of the building, and the circumstances of the case are circumstances specified or described in an Order made by the Secretary of State. At the time of writing this policy, no such order has been made.

Clearance Areas, Section 47 (Housing Act 2004), Part 9 (Housing Act 1985)

This may be declared when the council is satisfied that each of the residential buildings in the area contains a Category 1 hazard and that the other buildings (if any) in the area are dangerous or harmful to the health or safety of the inhabitants of the area, or when the council is satisfied that the residential buildings in an area are dangerous or harmful to the health or safety of the inhabitants of the area as a result of their bad arrangement or the narrowness or bad arrangement of the street and that the other buildings (if any) in the area are dangerous or harmful to the health or safety of the inhabitants of the area.

Statement of Reasons, Section 8

All Notices and Orders will have a Statement of Reason attached to them as appropriate. The Statement should include why one type of enforcement was taken over another. A copy of the Statement must accompany the Notice or Order. Before formal enforcement action is taken regarding a fire hazard in a House of Multiple Occupation, the council will give regard to the memorandum of understanding as agreed with Cambridgeshire Fire & Rescue Service.

Vacated Premises

In cases where properties are subject to a statutory notice and the property is subsequently vacated, all Notices or Orders will be reviewed to consider whether the notices or orders may be varied, suspended, or revoked. The council will seek to deter landlords from undertaking retaliatory eviction and will not consider the removal of tenants a method of achieving compliance with any Notice served, except in overcrowding situations where it was a specific requirement of the notice.

Charging for Notices and Recovery of Costs

Local Authorities can make a charge as a means of recovering reasonable expenses incurred in accordance with Sections 49 and 50 of the Housing Act 2004, in:

- servicing an Improvement Notice (including suspended),
- making a Prohibition Order (including suspended),
- servicing a Hazard Awareness Notice,
- taking Emergency Remedial Action,
- making an Emergency Prohibition Order, or
- making a Demolition Order under the Housing Act 2004

In Fenland, the cost for a Housing Act Notice is calculated using an hourly rate charge as published within the council's fees and charges statement with can be located on the council website. In cases where chargeable notices and orders are served, the officer will place a registered charge on the Land Registry deeds, which will remain until the debt has been paid, or the property is sold.

Costs will only be waived in exceptional circumstances, and this decision is at the discretion of the Council

When enforcement costs exceed £500 (as a result of multiple notices having been served), the council will normally exercise its rights and remedies under the Law of Property Act 1925 (c.20) which includes, by deed, having powers of sale and lease or accepting surrenders of leases and of appointing a receiver to recover costs.

When enforcement costs do not exceed £500, the council will seek to recover enforcement costs through the small claims court and will use court remedies such as the use of the court bailiff to recover enforcement costs.

Deleted: will consult with the Fire Authority regarding works required to abate the hazard.¶

Deleted: Rights of Appeal¶
There is a right of appeal against most notices, orders or decisions made by the council. Where there is an appeal, the appropriate authority may confirm, quash, vary or suspend any notice, order or decision.¶

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<#>making a Prohibition Order, ¶
<#>servicing a Hazard Awareness Notice, ¶
<#>taking Emergency Remedial Action, ¶
<#>making an Emergency Prohibition Order, or ¶
<#>making a Demolition Order under the Housing Act 2004. ¶

Deleted: These costs are in relation to re-inspection of premises, the subsequent consideration of action to be taken and the service of Notices etc. No maximum charge has been set by a Government in England. ...

Deleted: standard charge for a Housing Act Notice will be £240 for each Notice or Order made. This charge has been calculated using an officer's hourly rate of £60. The hourly rate includes salary and associated corporate support costs. ¶

Deleted: such as deficiencies caused by tenant neglect and owner-occupied premises, only ...

Deleted: Once an invoice for the service of the notice has been invoiced a legal charge will be registered against the property's title deeds as a local land charge.

Deleted: From the time the notice charge is issued to the landlord for payment a legal charge will be registered against the property which is a local land charge. The charge will

Deleted: . The charge will remain on the property until the sum is repaid in full....

The council will make a charge to cover the cost of carrying out a review of Suspended Improvement Notices or Suspended Prohibition Orders, and for serving a copy of the council's decision on a review and that charge will also be registered as a charge against the property.

Works in Default of a Statutory Notice

The council will consider undertaking Works in Default of a statutory notice, either with or without agreement, subject to the following conditions:

- The person responsible for undertaking the works has not complied with the enforcement notice to which the works relate,
- that reasonable progress is not being made towards compliance with the notice in relation to the hazard.

In the majority of cases the council will seek to recover the costs incurred in undertaking works in default by placing a registered charge on the Land Registry deeds, until the debt has been paid. Where a debt is not paid, the council will use its legal powers to recover such debt, or, the debt will be repaid at the point of sale.

Powers of entry and power to require information

Councils have the power of entry to properties at any reasonable time to carry out its duties under Section 239 of the Housing Act 2004 provided that the officer has:

- written authority from an appropriate officer stating the particular purpose for which entry is authorised, and
- given 24 hours' notice to the owner (if known) and the occupier (if any) of the premises they intend to enter

No notice is required where entry is to ascertain whether an offence has been committed under:

- sections 72 (offences in relation to licensing of HMOs),
- 95 (offences in relation to licensing of houses), or
- 234(3) (offences in relation to HMO management regulations)

If admission is refused, premises are unoccupied, or any prior warning of entry is likely to defeat the purpose of the entry then a warrant may be granted by a Justice of the Peace upon written application. A warrant under this section includes power to enter by force, if necessary.

Councils also have powers under Section 235 of the Housing Act 2004 to require documentation to be produced in connection with:

- any purpose connected with the exercise of its functions under Parts 1-4 of the Housing Act 2004, and
- investigating whether any offence has been committed under Parts 1-4 of the

Deleted: All enforcement costs incurred and recovered will be based upon the activities listed within section 49 of the Housing Act 2004 and will be charged at an hourly rate. The hourly rate will be based on the actual cost incurred to the council of performing the chargeable activity....

Deleted: <#>Works in default powers are provided by the specific legislation being used in relation to the case, and¶¶<#>The council will register a charge against the premises for the costs incurred in undertaking the works¶¶

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The Private Sector Housing team will charge for non-statutory inspections. These include inspections relating to fitness of dwellings for immigration purposes and stakeholder requests for advice in relation to duties under the Housing Act 2004. The cost for this service will be charged in accordance with the council's fees and charges statementThe cost for this service will be charged at £60 per hour and part of in line with officers' hourly rate. The hourly rate includes salary and associated corporate support costs.¶¶

¶¶

Right to Rent Legislation¶¶

Under the Right to Rent, introduced in the Immigration Act 2014, private landlords, including those who sub-let or take in lodgers, must ensure tenants have the appropriate legal status to reside and work in the UK before offering accommodation.must check the right of prospective tenants to be in the country to avoid being issued with a penalty of up to £3000 per tenant. Enforcement rests with the Home Office.¶¶

Housing Act 2004

Councils also have powers under Section 237 of the Housing Act 2004 to use the information obtained [pursuant of s.235](#) and [from the Housing Benefit and Council Tax database held](#) by the council to carry out its functions in relation to these parts of the Act.

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Empty Homes Legislation

[Not only are empty homes a wasted resource, particularly when considered against the need for housing, these long-term vacant dwellings can have an adverse impact on the local community. Some of these effects include: community safety issues \(e.g. anti-social behaviour and vandalism\), unsightliness, environmental issues \(e.g. pest and vermin infestations\) and reducing the value and ease of sale of neighbouring properties. By bringing empty properties back into use, the following can be achieved:](#)

- [Maximise the existing housing resource](#)
- [Increase the provision of good quality, affordable housing](#)
- [Minimise adverse environmental, social and local impacts](#)
- [Encourage growth, betterment and investment within communities](#)
- [Support other corporate priorities, objectives and strategies](#)

[The Council currently employs an Empty Homes Officer, who focuses on properties which have laid empty the longest. The officer works informally with owners, some of whom have inherited an empty home, and provides a bespoke supportive service, in order to bring the property back into use at the earliest opportunity. Whilst enforcement action, such as Empty Dwelling Management Orders, and Enforced Sales, are legislative tools available to the council, such enforcement action will only be used as a last resort.](#)
[Non-Statutory Inspection Charges](#)

[The Private Sector Housing team will charge for non-statutory inspections. These include inspections relating to fitness of dwellings for immigration purposes and stakeholder requests for advice in relation to their duties under the Housing Act 2004. The cost for this service will be charged in accordance with the council's fees and charges statement. The hourly rate includes salary and associated corporate support costs.](#)

Right to Rent Legislation

[Under the Right to Rent, introduced in the Immigration Act 2014, private landlords, including those who sub-let or take in lodgers, must ensure tenants have the appropriate legal status](#)

Deleted: [Energy Efficiency Standards The Energy Performance of Buildings \(Certificates and Inspections\) \(England and Wales\) Regulations 2007](#)

Cambridgeshire County Council (CCC) has ratified their decision to delegate their enforcement powers of this legislation to all local district authorities within Cambridgeshire as local Private Sector Housing Officers are better placed to engage with landlords and to assess such breaches more effectively. This means if on engagement with a landlord or agent it is determined there is no Energy Performance Certificate (EPC) then the Council can serve a fixed penalty notice. CCC has confirmed that FDC can keep any income from the fixed penalty notice.

Once the delegated powers have been formally transferred, Fenland District Council's Private Sector Housing team will adopt the formal assessment and procedures as set out in the Appendix.

The fine structure and guidance of legislation for landlords is set out in: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/671018/A_guide_to_energy_performance_certificates_for_the_marketingsale_and_let_of_dwellings.pdf

Deleted: [Minimum Efficiency Standards for Domestic Premises \(Regulations 2015\)](#)

The above legislation came into force in April 2016 and has subsequently been amended. Since April 2018, the enforcing Weights & Measures authorities can serve penalty notices in certain circumstances where a landlord rents a property with a low (below F) energy efficiency rating.

Cambridgeshire County Council has ratified their decision to delegate their enforcement powers of this legislation to all local district authorities within Cambridgeshire as local Private Sector Housing Officers are better placed to engage with landlords and to assess such breaches more effectively.

Once the delegated powers have been formally transferred, Fenland District Council's Private Sector Housing team will adopt the formal assessment and procedures as set out in the guidance document: https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/713159/Domestic_Private_Rented_Landlord_Guidance_-_June_18.pdf

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[to reside and work in the UK before offering accommodation.](#)

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The Housing and Planning Act 2016

Civil Penalties

The Housing & Planning Act 2016 introduced a range of measures to crack down on rogue landlords, including the power for Councils to issue Civil Penalties of up to £30,000 as an alternative to prosecution, for certain specified offences.

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This power came into force on 6 April 2017 and was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.

Income received from a Civil Penalty can be retained by the local housing authority, provided that it is used to support the local housing authority's statutory functions in relation to their enforcement activities covering the private rented sector.

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A civil penalty may be imposed as an alternative to prosecution for the following offences under the Housing Act 2004:

- failure to comply with an Improvement Notice (section 30),
- offences in relation to licensing of Houses in Multiple Occupation (section 72),
- offences in relation to licensing of houses under Part 3 of the Act (section 95),
- offences of contravention of an overcrowding notice (section 139), and
- failure to comply with management regulations in respect of Houses in Multiple Occupation (section 234)

Only one penalty can be imposed in respect of the same offence and a civil penalty can only be imposed as an alternative to prosecution. However, a civil penalty can be issued as an alternative to prosecution for each separate breach of the House in Multiple Occupation management regulations. Section 234(3) of the Housing Act 2004 provides that a person commits an offence if he fails to comply with a regulation. Therefore, each failure to comply with the regulations constitutes a separate offence for which a civil penalty can be imposed.

Deleted: The amount of penalty is to be determined by the Council in each case. In determining an appropriate level of penalty, the Private Sector Housing Enforcement Team will have regard to statutory guidance given in the DCLG publication 'Civil Penalties under the Housing and Planning Act 2016'.¶

The same criminal standard of proof is required for a civil penalty as for prosecution. This means that before taking formal action, the Council must satisfy itself that if the case were to be prosecuted in a magistrates' court, there would be a realistic prospect of conviction.

In order to achieve a conviction in the magistrates' court, the Council must be able to demonstrate, beyond reasonable doubt, that an offence has been committed. Therefore, in doing this, Officers will follow the Corporate Enforcement Policy and the Code of Practice for Crown prosecutors.

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The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty, and
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has sufficient evidence of the conduct to which the penalty relates, or at any time when the conduct is continuing.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from when the notice was served.

Where written representations are made, a senior officer, not previously involved with the case, will consider the appeal. This officer will take into account any mitigating factors provided by the appellant, including financial declarations. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- withdraw a notice of intent or final notice,
- reduce the amount specified in a notice of intent or final notice, or
- uphold the original decision to issue the notice of intent

At the end of the 28-day period, the Council will decide whether to impose a penalty and, if so, will set the amount of the penalty. If the decision is made to impose a financial penalty, the council will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

Determining the level of any penalty is detailed later, in the Penalty Structure Chapter.

See Appendix 2 for a flow chart of the Civil Penalty enforcement process.

Prosecution versus Civil Penalty Notice

The decision to impose a Civil Penalty as opposed to pursuing a traditional prosecution will be determined on a case-by-case basis.

Deleted: The Council shall submit a request to the offender, to provide any financial information that they feel shall influence their ability to pay a high fine. This will be taken into consideration if it appears reliable. If no information is provided then the Council will consider any information known to them regarding the offender, consider this when making a decision regarding the level of fine.¶

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Prosecution may be the most appropriate option where an offence is particularly serious or where the offender has committed similar offences in the past. However, that does not mean civil penalties should not be used in cases where serious offences have been committed. A civil penalty of up to £30,000 can be imposed where a serious offence has been committed and a local housing authority may decide that a significant financial penalty (or penalties if there have been several breaches), rather than prosecution, is the most appropriate and effective sanction in a particular case.

Where a local housing authority decides to prosecute when a landlord has committed breaches in more than one local housing authority area, it should consider the scope for working together with other local housing authorities.

The following principles will apply to each case to be considered:

- each case will be considered on its own merits and any known mitigating and aggravating circumstances will be considered
- there must be sufficient, reliable evidence to justify the action taken
- the action taken must be in the public interest
- decisions to take enforcement action should always be fair and consistent

Electrical Safety Standards

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 enables councils to serve financial penalties for breaches of up to £30,000 and came into full force on 1st April 2021.

These new regulations require landlords to have the electrical installations in their properties inspected and tested by a person who is qualified and competent, at an interval of at least every 5 years. Landlords must provide a copy of the electrical safety report to their tenants, and to their local authority if requested. Landlords of privately rented accommodation must:

- ensure national standards for electrical safety are met. These are set out in the latest edition of the 'Wiring Regulations', which are published as British Standard 7671.
- ensure the electrical installations in their rented properties are inspected and tested by a qualified and competent person at an interval of at least every 5 years.
- obtain a report from the person conducting the inspection and test which gives the results and sets a date for the next inspection and test.
- supply a copy of this report to the existing tenant within 28 days of the inspection and test.
- supply a copy of this report to a new tenant before they occupy the premises.
- supply a copy of this report to any prospective tenant within 28 days of receiving a request for the report.
- supply the local authority with a copy of this report within 7 days of receiving a request for a copy.
- retain a copy of the report to give to the inspector and tester who will undertake the next inspection and test.
- where the report shows that remedial or further investigative work is necessary, complete this work within 28 days or any shorter period if specified as necessary in the report, and

- supply written confirmation of the completion of the remedial works from the electrician to the tenant and the local authority within 28 days of completion of the works

The council may impose a financial penalty (or more than one penalty in the event of a continuing failure) in respect of a breach. Each breach constitutes a separate offence for which a financial penalty can be imposed.

The same criminal standard of proof is required for a financial penalty as for prosecution. Therefore, the Council must be able to demonstrate, beyond reasonable doubt, that the offence has been committed. Therefore, in doing this, Officers will follow the Corporate Enforcement Policy and the Code of Practice for Crown prosecutors.

Determining the level of any penalty is discussed later, in the Penalty Structure Chapter.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty, and
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has sufficient evidence of the conduct to which the penalty relates, or at any time when the conduct is continuing.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from the date when the notice was given.

A senior officer, not previously involved, will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- withdraw a notice of intent or final notice,
- reduce the amount specified in a notice of intent or final notice, or
- uphold the original decision to issue the notice of intent

If the decision is made to impose a financial penalty, we will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days).

- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

See the Appendix 3 for a flow chart of the Financial Penalty enforcement process.

Determining Penalties

In accordance with statutory guidance, the Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the offence.** The more serious the offence, the higher the penalty should be
- **Culpability and track record of the offender.** A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations
- **The harm caused to the tenant.** This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty
- **Punishment of the offender.** A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities
- **Deter the offender from repeating the offence.** The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in future. The level of the penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence
- **Deter others from committing similar offences.** While the fact that someone has received a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through informal channels when someone has received a civil penalty. An important part of deterrence is the realisation that:
 - the local housing authority is proactive in levying civil penalties where the need to do so exists, and
 - that the penalty will be set at a high enough level to both punish the offender and deter repeat offending
- **Remove any financial benefit the offender may have obtained as a result of committing the offence.** The guiding principle here should be to ensure that the offender does not benefit as a result of committing an offence, i.e., it should not be

cheaper to offend than to ensure a property is well maintained and properly managed

- **Fairness and proportionality.** The final determination of any civil penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a civil penalty for more than one breach, or where the agent has already been issued with a penalty, consider whether the total civil penalties are just and proportionate to the breaches.
 - Impact of the civil penalty on the agent's ability to comply with the law and whether it is proportionate to their means.
 - Impact of the civil penalty on the business – if the fine would be disproportionate to the turnover/scale of the business or would lead to the agent going out of business.

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of financial penalty in any particular case, regards has been given to statutory guidance when producing this policy.

Civil Penalties issued under the Housing Act 2004 and Financial Penalties in relation to The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 have a maximum penalty amount of £30,000.

When issuing penalties, The Council has decided to base the fine structure, in line with, the principles contained in: Sentencing Council Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences Definitive Guideline. The Council believes this to be a fair, relevant, and reasonable model to follow.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine.

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION	EXAMPLES
Maximum	Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful	The Housing Act 2004 <ul style="list-style-type: none"> • Failure to demonstrate compliance or shows a willful refusal to comply with an Improvement Notice where defects are clearly dangerous to the occupants • Breach of a Banning Order • Willful refusal to comply with an overcrowding notice • Failure to comply with HMO management regulations where the conditions are clearly visible as dangerous to the tenants or where a landlord/agent has not made appropriate inspections of the property

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¶ The following principles will apply to each case to be considered in relation to a Civil Penalty:¶
 <#>Each case will be considered on its own merits¶
 <#>There must be sufficient, reliable evidence to justify the action taken ¶
 <#>The action taken must be in the public interest¶
 <#>Any mitigating circumstances will be considered¶
 <#>The decision to prosecute an individual is a serious step and has serious implications for all involved. Decisions to prosecute should always be fair and consistent.¶

Deleted: Determining the Penalty¶

¶ In accordance with the statutory guidance, the Council will consider the following factors to help ensure that the civil penalty is set at an appropriate level:¶
 <#>Severity of the offence. The more serious the offence, the higher the penalty should be.¶
 <#>Culpability and track record of the offender. A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations.¶
 <#>The harm caused to the tenant. This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty.¶

Deleted: A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrates the consequences of not complying with their responsibilities.¶

¶ The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in future. The level of the penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence.¶

¶ While the fact that someone has received a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through (...)

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		<p><u>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</u></p> <ul style="list-style-type: none"> • <u>Failure to ensure national standards for electrical safety are met. These are set out in the latest edition of the 'Wiring Regulations', which are published as British Standard 7671</u> • <u>Failure to carry out further investigative or remedial work or completing this work within 28 days or any shorter period if specified as necessary in the EICR</u>
<u>Very High</u>	<u>Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.</u>	<p><u>The Housing Act 2004</u></p> <ul style="list-style-type: none"> • <u>Failure to licence an HMO</u> • <u>Failure to demonstrate compliance or shows a willful refusal to comply with an Improvement Notice</u> • <u>Failure to comply with an overcrowding notice within the date required</u> • <u>Failure to comply with HMO management regulations</u> <p><u>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</u></p> <ul style="list-style-type: none"> • <u>Failure to ensure all electrical installations in their rented properties are inspected and tested by a qualified and competent person at least every 5 years</u> • <u>Failure to supply the local housing authority with an EICR within 7 days of receiving a written request for a copy where the report is unsatisfactory.</u> • <u>Failure to supply a copy of an EICR to the existing tenant(s) within 28 days of the inspection and test where report is unsatisfactory</u>
<u>High</u>	<u>Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken</u>	<p><u>The Housing Act 2004</u></p> <ul style="list-style-type: none"> • <u>Demonstrated actions to resolve the hazards highlighted on an Improvement Notice, but the majority of work has not been completed by the date specified on the notice</u> <p><u>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</u></p> <ul style="list-style-type: none"> • <u>Failure to obtain an EICR from the person conducting the inspection and test which gives the results and sets a date for the next inspection and test</u> • <u>Failure to supply a copy of an EICR to a new tenant before they occupy the premises</u> • <u>Failure to supply a copy of an EICR to any prospective tenant within 28 days of receiving a request for the report</u>

Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> Demonstrated actions to resolve the hazards highlighted on an Improvement Notice, but less than half the work required has been completed by the date specified on the notice <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> Failure to supply the local housing authority with a copy of an EICR within 7 days of receiving a written request for a copy where report is satisfactory Failure to supply a copy of an EICR to the existing tenant within 28 days of the inspection and test, where the report is satisfactory
Low	Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> The majority of the work required on an Improvement Notice has been completed by the date specified but remedial work is still required before completion <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> Failure to supply written confirmation of the completion of the further investigative or remedial works from the electrician to the tenant and the local housing authority within 28 days of completion of the works
Minimum	Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> Failure to provide documentation to prove works on an Improvement Notice have been completed satisfactorily <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> Failure to retain a copy of an EICR to give to the inspector and tester who will undertake the next inspection and test

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Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm occurring due to the breach, and the severity of that harm. Where the breach of legislation is through the breach of a Banning Order the level of harm shall be considered on a case-by-case basis.

Deleted: Step One - A decision shall be made by first considering the culpability factors:
 ⚠ Serious breach of legislation
 Deleted: given a category below

RATING	EXPLANATION	EXAMPLES
High	Serious adverse effect on individual or high risk of adverse effect	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> Category 1 Hazards (A-C) <p>The Electrical Safety Standards in the Private Rented Sector (England)</p>

		<u>Regulations 2020</u> <ul style="list-style-type: none"> Multiple C1 rating on EICR
Medium	Adverse effects, lesser than above. Medium risk of adverse effect, or low risk but of serious effect. Tenant seriously misled.	<u>The Housing Act 2004</u> <ul style="list-style-type: none"> High Category 2 Hazards (D-E) <u>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</u> <ul style="list-style-type: none"> C1 Rating on EICR
Low	Low risk of an adverse effect.	<u>The Housing Act 2004</u> <ul style="list-style-type: none"> Low Category 2 Hazards (F-J) <u>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</u> <ul style="list-style-type: none"> C2 Rating(s) on EICR
Negligible	Harm not a consideration in the breach	<u>The Housing Act 2004</u> <ul style="list-style-type: none"> Failure to licence an HMO <u>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</u> <ul style="list-style-type: none"> Absence of an EICR F1 Rating on EICR

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the civil penalty.

CULPABILITY	CLASS OF HARM			
	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMIMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding as below.

1. £1-£500
2. £501-£1,000
3. £1,001-£3,000
4. £3,001-£7,000
5. £7,001-£11,000
6. £11,001-£15,000
7. £15,001-£20,000
8. £20,001-£25,000

9. £25,001-£30,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding.

1. £250
2. £750
3. £2,000
4. £5,000
5. £9,000
6. £13,000
7. £17,500
8. £22,500
9. £27,500

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Rent Repayment Orders

A Rent Repayment Order (RRO) is defined in section 40(2) of the Housing and Planning Act 2016 as an order requiring the landlord under a tenancy of housing to:

- repay an amount of rent paid by a tenant, or
- pay a local housing authority an amount in respect of a relevant award of universal credit paid (to any person) in respect of rent under the tenancy

The reference to universal credit or a relevant award of universal credit includes housing benefit under Part 7 of the Social Security Contributions and Benefits Act 1992 pending its abolition. The Council as the local housing authority has a duty under section 48 of the Housing and Planning Act 2016 to consider applying to the First-tier Tribunal ('the Tribunal') for a Rent Repayment Order in cases where an offence from the list below has been committed.

Offences for which a Rent Repayment Order can be obtained:

- Failure to comply with an Improvement Notice, contrary to section 30(1) of the Housing Act 2004 (served under the Housing Act 2004)
- Failure to comply with a Prohibition Order etc., contrary to section 32(1) of the Housing Act 2004 (served under the Housing Act 2004)
- Being a person having control of or managing a house in multiple occupation (HMO) which is required to be licensed under Part 2 of the Housing Act 2004, but which is not so licensed, contrary to section 72(1) of the Housing Act 2004
- Being a person having control of or managing a house which is required to be

Deleted: Step Two - The Standard Scale (Criminal Justice Act 1982) has been used as reference and converted below to provide a point scale within the range of the civil penalty.¶

1. £1-£500¶
2. £501 - £1000¶
3. £ 1001-£2500¶
4. £2501 - £7000¶
5. £7001 – 17000¶
6. £17001-£30000¶

¶ The table below indicates the level at which the fine should be imposed by considering culpability and harm.¶

Deleted: The following factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment:¶

- <#>Factors increasing seriousness¶
- <#>Statutory aggravating factors¶
- <#>Previous convictions, having regard to:¶
 - <#>the nature of the offences to which the conviction relates and its relevance to the current offence; and¶
 - <#>the time that has been elapsed since the conviction ¶
- <#>Offence committed whilst on bail¶
- <#>Other aggravating factors include (this is not an exhaustive list):¶
 - <#>Motivated by financial gain¶
 - <#>Deliberate concealment of illegal nature of activity ¶
 - <#>Established evidence of wider/community impact ¶
 - <#>Obstruction of justice¶
 - <#>Record of providing substandard accommodation ¶
 - <#>Refusal of free advice¶

- ¶
- <#>Factors reducing seriousness or reflecting personal mitigation (this is not an exhaustive list):¶
 - <#>No previous convictions or no relevant/recent convictions¶
 - <#>Steps voluntarily taken to remedy problem¶
 - <#>High level of co-operation with the investigation, beyond that which will always be expected¶
 - <#>Good record of maintaining property/member of Accreditation scheme¶
 - <#>Self-reporting, co-operation and acceptance of responsibility¶
 - <#>Good character¶

licensed under Part 3 of the Housing Act 2004 but is not so licensed, contrary to section 95(1) of the Housing Act 2004 Using violence to secure entry to a property, contrary to Section 6(1) of the Criminal Law Act 1977

- Illegal eviction or harassment of the occupiers of a property, contrary to section 1(2), (3) or (3A) of the Protection from Eviction Act 1977
- Breach of a banning order made under section 21 of the Housing and Planning Act 2016 (not yet in force but scheduled to be 1 October 2017)

The offences under the Housing Act 2004 must relate to hazards within occupied premises and not common parts only. The offence must have been committed on or after 6th April 2017. A RRO can be applied for whether the landlord has been convicted or not.

Where there has been a conviction, a certificate of conviction will suffice to establish commission of the specified offence. In the absence of a conviction, the Tribunal will need to be satisfied, beyond reasonable doubt, that the landlord committed the specified offence. Officers shall have regard to the Crown Prosecution Service Code for Crown Prosecutors (see [Code for Crown Prosecutors](#)) in order to establish whether there is likely to be sufficient evidence to secure a conviction and therefore to establish the necessary burden of proof to the Tribunal.

In deciding whether to apply for a RRO, the Council must under section 41(4) of the Act have regard to any guidance issued by the Secretary of State (see the DCLG document 'Rent Repayment orders under the Housing and Planning Act 2016 – Guidance for Local Housing Authorities' - [Rent Repayment Orders Guidance](#)).

Council officers may offer advice to tenants who are eligible to claim a RRO in respect of rent paid themselves but, in such cases, the tenant will usually be referred direct to the Citizen's Advice Bureau or other appropriate bodies for further support.

Council officers are granted powers and duties to deliver proportionate and targeted enforcement. It is vital that regulatory resource is used consistently and to best effect by ensuring that resources are targeted on addressing the highest risks. The use of RRO's is only to be used where considered appropriate.

The objective of an application for a Rent Repayment Order is not only to issue a punishment because of non-compliance with the law, but also to deter the offender and others in a similar position from repeat offences.

If a conviction for the offence has been obtained then it is normally expected that a Rent Repayment Order will be pursued where the Council have paid housing benefit, or the housing element of Universal Credit. The Tribunal must, in these cases, order that the maximum amount (12 months) of rent be repaid in these circumstances.

The matrix below should be followed to help determine whether to pursue a RRO and the amount of rent to reclaim:

1.	Has the offender been prosecuted and convicted of a relevant offence in Court?	If yes, make an RRO application. If no go to step 2
2.	Has evidence been obtained from Academy / Benefits to confirm that Housing Benefit has been paid by FDC over the 12 months?	If no – no case for RRO. If yes, proceed to step 3
3.	Does the LA have sufficient evidence to prove 'beyond reasonable doubt' that a relevant offence has been committed? Is the evidence reliable? Is	If no – case closed, do not pursue. If yes, proceed to step 4

	there no credible defense?	
4.	Is it in the public interest to proceed to apply for an RRO? (consider the level of harm that has been caused)	If no – case closed, do not pursue. If yes, proceed to step 5
5.	Is pursuing an RRO proportionate to the offence?	If no – case closed, do not pursue. If yes, proceed to step 6
6.	Does the offender have any previous convictions?	If yes – proceed to RRO. If no, proceed to step 7
7.	Where no previous offence – is the issuing of a RRO likely to deter from future offences?	If yes – proceed to RRO. If no, consider closing and not pursuing
8.	Would the issuing of a RRO cause substantial hardship to the offender, and are there mitigating circumstances to suggest the LA should not proceed?	If yes, complete notes to justify reason not to pursue. If no, proceed to RRO application
9.	Are there any other factors that would indicate the Council should not proceed with the issuing of the RRO?	If yes, complete notes to justify reason not to pursue. If no, proceed to RRO application

If the conclusion is yes to pursue RRO, then the amount to be reclaimed should be determined by considering the factors in the table below.

If the offender has already been convicted of the offence, then the amount shall automatically be determined as 12 months rental income.

If no conviction has been obtained, but the decision has been made to pursue RRO, the factors in the table below should be considered to determine a sum.

The amount of rent to be repaid cannot exceed the actual amount collected. Where the tenant is in receipt of Universal Credit, the formula provided in the DCLG guidance in relation to RROs shall be followed.

Factors to influence amount of RRO:

1.	Punishment of the offender – the RRO should have a real economic impact on the offender and demonstrate consequences of non-compliance with their responsibilities. Consider the conduct of landlord and tenant, financial circumstances of landlord and whether landlord has previous convictions
2.	Deter the offender from repeating the offence – level of RRO must be high enough to deter offender from repeating
3.	Dissuade others from committing similar offences – RRO will be in the public domain. Robust and proportionate use is likely to help others comply with their responsibilities.
4.	Remove any financial benefits that the offender may have obtained resulting from the offence – landlord should be losing the benefits that he has accrued whilst not complying with their responsibilities
5.	Are there any other factors the Council considers should be considered?

Consideration of the above points will determine whether the full amount of rent should be reclaimed or if there are mitigating circumstances, this will depend on the severity of the offence and whether this justifies 12 months of non-payment of rent.

If there are mitigating circumstances, then a deduction should be applied from the full 12 months. The amount payable under a RRO is recoverable as a debt.

Banning Order Offences

The local Authority may apply to the First-tier Tribunal for a Banning Order against a landlord who it has prosecuted for a banning order offence as described in The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017.

A banning order is an order issued by the First-tier Property Tribunal that bans a landlord from:

- letting housing in England,
- engaging in English letting agency work,
- engaging in English property management work, or
- doing two or more of those things

Breach of a banning order is a criminal offence.

Determining the sanction

Local housing authorities are expected to develop and document their own policy on when to pursue a banning order and should decide which option it wishes to pursue on a case-by-case basis in line with that policy. Our expectation is that a local housing authority will pursue a banning order for the most serious offenders.

Fenland District Council will consider applying for a Banning Order where the landlord has received a Civil Penalty where the severity of harm is assessed as **Category 2** and the culpability is above High (see table Civil penalties section).

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The government has issued guidance which details the specific process for making a Banning Order. Fenland District Council will adopt this guidance: [Banning orders for landlords and property agents under the Housing and Planning Act 2016 \(publishing.service.gov.uk\)](#) or any future amended guidance from the government.

Database of Rogue Landlords and Property Agents

The database is a tool for local housing authorities in England to keep track of rogue landlords and property agents. Users will be able to view all entries on the database, including those made by other local housing authorities. The database can be searched to help keep track of known rogues, especially those operating across council boundaries and will help authorities target their enforcement activities.

If a court makes a banning order, then Fenland District Council must make an entry in the database of rogue landlords and property agents. An entry may also be made if a person is convicted of a banning order offence committed at the time they are a residential landlord or property agent, or if two financial penalties have been imposed on a person for such an offence in a 12-month period. The government has published statutory guidance regarding this database.

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https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697637/Database_of_rogue_landlords_statutory_guidance.pdf

Licensing of Houses in Multiple Occupation

Under the Housing Act 2004 certain types of Houses in Multiple Occupation (HMO) will require a license to operate. An [licensable](#) HMO is a building occupied by more than two households as defined in Part 2 of the Housing Act 2004.

[This legislation has subsequently been amended, and since October 2018, any HMO which is occupied by 5 persons or more, must be licensed, irrespective of the number of storeys.](#)

[The cost of a licence will be charged in accordance with the council's fees and charges statement which can be found on our website.](#)

All HMO's which fall under the definition of s.254 of the Housing Act 2004, irrespective as to whether they require a licence, must comply with [The Management of Houses in Multiple Occupation \(England\) Regulations 2006](#).

Following licensing, HMOs will be prioritised for assessment under the HHSRS. The owner must deal with all Category 1 hazards within a suitable timescale. If they do not, then the council [will](#) use their enforcement powers to improve the property. Applicants will be informed of this requirement when the licence is issued, and information made available to help them identify and deal with Category [1](#) Hazards.

The council will consider [issuing](#) a Temporary Exemption Notice (TEN) where a landlord is, or shortly will be, taking steps to make an HMO non-licensable. A TEN can only be granted for a maximum period of three months. A second three-month TEN can be served in exceptional circumstances. Where a licensable HMO is not licensed, the landlord cannot serve notice to quit [upon tenants](#) until the HMO is licensed.

Where a landlord fails to licence a HMO, the council [may](#) consider [instigating a criminal prosecution or to serve a Civil Penalty](#).

Where there is no prospect of an HMO being licensed, the act requires that the council use its interim management powers. This enables the council to take over the management of an HMO and become responsible for running the property and collecting rent for up to a year. In extreme cases this can be extended to five years, with the council also having the power to grant tenancies.

If the council finds that there has been a change of circumstances in an HMO since it was licensed, it has the power to vary the licence. If there is a serious breach or there are repeated breaches of the license conditions or the licensee or manager are no longer fit and proper persons, the licence can be revoked.

The licence can also be revoked if the property is no longer a licensable HMO or if the condition of the property means it would not be licensable were an application to be made at the later time.

Management Orders

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Deleted: Regulations and guidance published by the Department of Communities and Local Government will be followed in the administration of the council's HMO licensing duties and enforcement of satisfactory conditions and standards...

Deleted: Local Authorities have discretionary powers to licence other HMOs which fall outside the mandatory requirement and other types of residential properties in certain circumstances. However, Fenland District Council has not adopted any licensing scheme.¶

Deleted: The Council currently charges £300 for a Mandatory HMO Licence, with a renewal cost of £100.¶

Deleted: There are only 13 currently in the district and the fee charge is based on historical advice that is now outdated and not based on full cost recovery.¶

Deleted: The government has introduced new legislation to remove the '3 storey' element of the current Mandatory Licensing Scheme. Therefore, any HMO housing 5 persons, forming 2 households or more, irrespective of how many storeys there is, will require to be licensed from 1st October 2018. The Council will be setting a new license fee to coincide with this legislative change based on full cost recovery and guidance¶

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Deleted: The RPT will replace the courts in judging cases relating to some offences and appeals under the Act.¶

Deleted: On conviction prosecution for a failure to licence, the First-tier Tribunal RPT has the power to make a Rent Repayment Order requiring that up to 12 months' rent is repaid to the tenant or to the council where a tenant is on housing benefits.¶

Management Orders effectively mean that the council (or its Agent) takes over the running of the property as if it were the landlord, including collecting rents, creating tenancies, carrying out repairs and other management matters; the duties vary between the different orders that can be made. This does not affect the ownership of the property; the owner retains certain rights depending on the type of order including receipt of surplus rental income. Relevant costs are recoverable.

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There are two forms of management order: an interim MO which last for a maximum of 12 months, and a final MO which can last for up to 5 years.

Where a property is subject to licensing but there are no reasonable prospects of it being licensed in the near future or a management order is necessary to protect the health, safety and welfare of persons affected by the condition of the property, the council must make a MO. A threat to evict persons occupying a house to avoid licensing may be regarded as a threat to the welfare of those persons. There are other prescribed circumstances which require the council to make a MO.

The council may apply to a RPT for a MO for an HMO not subject to licensing where it is considered necessary to protect the health, safety and welfare of persons affected by the conditions.

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Deleted: An Interim Management Order (IMO) must be introduced where if a property should be licensed or a licence has been revoked but the revocation is not yet in force, but for whatever reason(s) there is no reasonable prospect of granting a licence or where the health and safety condition (Section 104) is satisfied. Also where a property let in breach of a banning order under section 16 of the Housing and Planning Act 2016 the council must introduce a Management Order. The council also has a duty to make an Order where the health and safety condition as described in the Section 104 of the Act is met. Similarly, the council can also decide to take over the management of some empty properties to bring them back into use and those properties where it is decided the council should intervene for anti-social behaviour reasons. An Interim Management Order (IMO) lasts for no longer than 12 months¶

A Final Management Order (FMO) lasts for no longer than 5 years and must be made on expiry of the IMO where a licence cannot be granted. When a FMO expires a new one may be made if necessary.

A Special Interim Management Order (SIMO) is an Order authorised after a successful application to a First-tier Tribunal where circumstances fall within a category of circumstances prescribed by the national authority and it is necessary to protect the health, safety and welfare of occupants, visitors, or neighbours. A FMO can follow a SIMO to protect persons on a long-term basis as described in the Order.

Moved up [1]: Management Orders effectively mean that the council (or its Agent) takes over the running of the property as if it were the landlord, including collecting rents, forming tenancies, carrying out repairs and other management matters; the duties vary between the different orders that can be made. This does not affect the ownership of the property; the owner retains certain rights depending on the type of order including receipt of surplus rental income. Relevant costs are recoverable.¶

An Interim Empty Dwelling Management Order (interim EDMO) is an Order authorised after a successful application to a First-tier Tribunal. The dwelling must have been wholly unoccupied for at least two years and there is no reasonable prospect that the dwelling will become occupied in the near future. An interim EDMO enables the council to take steps to ensure, with the consent of the proprietor, an empty dwelling becomes occupied. An interim EDMO lasts no longer than 12 months.

Deleted: Schedule 3 of the Housing and Planning Act 2016 amends the Housing Act 2004 to allow interim and final management orders to be made in cases where a banning order has been made.¶

A Final Empty Dwelling Management Order (Final EDMO) may replace an Interim EDMO if the council feels that unless a Final EDMO is in place the dwelling will become or remain empty. Where the dwelling is already unoccupied the council must have taken all appropriate steps under the interim EDMO with a view to ensuring the dwelling becomes occupied. A final EDMO lasts for 7 years; once a Final EDMO expires a new one may be made if necessary. Orders can be varied or revoked in accordance with the provisions of Part 4 of the Act.

Deleted: An Interim Management Order (IMO) lasts for no longer than 12 months and will be made on a property if it is a licensable HMO but does not have a licence. The council must make an IMO if they do not anticipate that the HMO will be licensed in the near future or because the council has revoked the license. The expiry date of the IMO will be determined when it is made.¶

The council is under a duty to issue Interim and Final Management Orders where necessary. Officers will instigate this action where necessary but as a last resort.

Deleted: Residential Property Tribunal (RPT)

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The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019

As of the 1st of April 2019, the Tenant Fees Act 2019 amended the Housing and Planning Act 2016 and made it a requirement that property agents in the private rented sector holding client money obtain membership from a government approved or designated client money protection scheme.

The purpose was to give landlords and tenants confidence that their money is safe when handled by agents. The Client Money Protection (CMP) schemes enable landlords and tenants alike to be compensated if their money is not repaid.

In addition, there is also the requirement to be transparent. This requires:

- a letting agent must display its membership certificate at each of its premises in a place where it will be clearly visible to clients
- publish a copy of the certificate on their website where applicable
- produce a copy of the certificate to any person who may reasonably require it, free of charge
- a regulated property agent must notify all of its clients within 14 days should a CMP scheme membership be revoked
- a regulated property agent must notify all of its clients within 14 days should it change membership schemes and provide the name and address of the new scheme

Breaches of the requirement to belong to a scheme are liable to a financial penalty to a maximum of £30,000 (Regulation 3). Transparency requirements are liable to a maximum of £5,000 (Regulation 4).

Fenland District Council may also impose a penalty on an agent in another district. Should this be the case then Fenland District Council must inform the other local authority of its intention to do so. The other local authority then has no duty or capacity to enforce the regulations in relation to this breach.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty, and
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has evidenced a breach, or at any time when the conduct is continuing.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from the date when the notice was given.

A senior officer, not previously involved in the case, will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer

at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- decide whether to impose a financial penalty on the property agent,
- if it is decided to do so, decide the amount of the penalty, or
- withdraw a penalty

If the decision is made to impose a financial penalty, we will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn. Appeals can be made to the First-tier Tribunal against:

- the decision to impose a penalty, or
- the amount of the penalty

Fenland District Council may at any time withdraw a notice of intent or final notice; or reduce the amount specified in a notice of intent or final notice.

Any financial penalties received by the council may be used to meet the costs and expenses (whether administrative or legal) incurred in, or associated with, carrying out any of its enforcement functions in relation to the private rented sector.

Determining Penalties

In accordance with statutory guidance, the Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the breach** - the more serious the breach, the higher the penalty should be. This should include considering:
 - The track record of the agent – a higher penalty will be appropriate where the agent has a history of failing to comply with their obligations and/or their actions were deliberate, and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Agents are running a business and should be expected to be aware of their legal obligations; and
 - Harm caused to the tenant or landlord – the greater the harm, the greater the amount should be when imposing a financial penalty.

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- **Deterring agents from breaching the Requirement Regulations 2019** - Breaching the legal requirements of mandatory client money protection is not a criminal offence therefore agents cannot be prosecuted for non-compliance. In light of this while the financial penalty should be proportionate and reflect both the severity of the breach and previous track record of the agent, it is important that it is set at a high enough level to ensure that it has a real economic impact on the agent and demonstrates the consequences of not complying with legal obligations. This should include considering:
 - Deterring the agent from repeating the breach.
 - Deterring others from committing similar breach, and
 - Removing any financial benefit, the agent may have obtained because of committing the breach.
- **Aggravating and mitigating factors** - In order to determine the financial penalty, the enforcement authority should consider whether there are any aggravating factors and/or mitigating factors in each case.
- **Fairness and proportionality**. The final determination of any financial penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a financial penalty for more than one breach, or where the agent has already been issued with a penalty, consider whether the total financial penalties are just and proportionate to the breaches.
 - Impact of the financial penalty on the agent's ability to comply with the law and whether it is proportionate to their means.
 - Impact of the financial penalty on the business – if the fine would be disproportionate to the turnover/scale of the business or would lead to the agent going out of business.

A record of each decision and the reason for determining the financial penalty must be made by the enforcement authority.

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of financial penalty in any particular case, regards has been given to statutory guidance when producing this policy.

Financial Penalties issued under The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019 have a maximum penalty amount of £30,000 for the breach of the requirement to belong to a client money protection scheme (Regulation 3) and a maximum of £5,000 for breaching the transparency requirements (Regulation 4).

When issuing penalties, The Council has based the fine structure in line with the lead authority and the national approach to promote consistency, alongside local priorities.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION
Maximum	Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful
Very High	Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.
High	Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit
Low	Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion
Minimum	Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm, occurring due to the breach, and the severity of that harm.

RATING	EXPLANATION
High	<p>High likelihood of harm</p> <ul style="list-style-type: none"> • Serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord's or Agent's business, or • High risk of an adverse effect on individual(s) – including where persons are vulnerable
Medium	<p>Medium likelihood of harm</p> <ul style="list-style-type: none"> • Adverse effect on individual(s) (not amounting to Category 1) • Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect. • Tenants and/or legitimate landlords or agents substantially undermined by the conduct. • The Council's work as a regulator is inhibited • Tenant or prospective tenant misled
Low	<p>Low likelihood of harm</p> <ul style="list-style-type: none"> • Low risk of an adverse effect on actual or prospective tenants. • Public misled but little or no risk of actual adverse effect on individual(s)
Negligible	<p>Negligible likelihood of harm</p> <ul style="list-style-type: none"> • Harm not a consideration in the breach

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the financial penalty.

CULPABILITY	CLASS OF HARM			
	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5

HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMIMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding as below for breaches of the transparency requirements (Regulation 4).

1. £1-£83
2. £84-£166
3. £167-£500
4. £501-£1,166
5. £1,167-£1,833
6. £1,834-£2,500
7. £2,501-£3,333
8. £3,334-£4,166
9. £4,167-£5,000

And from the following list for the breach of the requirement to belong to a client money protection scheme (Regulation 3)

1. £1-£500
2. £501-£1,000
3. £1,001-£3,000
4. £3,001-£7,000
5. £7,001-£11,000
6. £11,001-£15,000
7. £15,001-£20,000
8. £20,001-£25,000
9. £25,001-£30,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding. As below for breaches of transparency requirements.

1. £42
2. £125
3. £333
4. £833
5. £1,500
6. £2,167
7. £2,917
8. £3,750
9. £4,583

And from the following list for the breach of the requirement to belong to a client money protection scheme.

1. £250
2. £750
3. £2,000
4. £5,000
5. £9,000

- 6. £13,000
- 7. £17,500
- 8. £22,500
- 9. £27,500

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Energy Act 2011

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The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007

Cambridgeshire County Council (CCC) has ratified their decision to delegate their enforcement powers of this legislation to all local district authorities within Cambridgeshire as local Private Sector Housing Officers are better placed to engage with landlords and to assess such breaches more effectively. This means that, if upon engagement with a landlord or agent, it is determined there is no Energy Performance Certificate (EPC) then the Council can serve a fixed penalty notice. CCC has confirmed that FDC can keep any income from the fixed penalty notice.

These regulations stipulate the following requirements in relation to Energy Performance Certificates (EPCs) and rented properties:

- The relevant person shall make available free of charge a valid energy performance certificate to any prospective buyer or tenant
 - at the earliest opportunity; and
 - in any event before entering into a contract to sell or rent out the building or, if sooner, no later than whichever is the earlier of— (i) in the case of a person who requests information about the building, the time at which the relevant person first makes available any information in writing about the building to the person; or (ii) in the case of a person who makes a request to view the building, the time at which the person views the building.
- The relevant person must ensure that a valid energy performance certificate has been given free of charge to the person who ultimately becomes the buyer or tenant
- The person giving the particulars must ensure that:
 - the particulars include the asset rating of the building expressed in the way required by regulation 11(1)(a); or
 - a copy of an energy performance certificate for the building is attached to the particulars.
- Where a relevant person is under a duty under regulation 5(2), 5(5) or 9(2) to make available or give an energy performance certificate to any person, the certificate must be accompanied by a recommendation report

- A recommendation report is a report containing recommendations for the improvement of the energy performance of the building issued by the energy assessor who issued the energy performance certificate
- It is the duty of a person subject to such a requirement to produce documents within the period of seven days beginning with the day after that on which it is imposed

Breaches of the above are liable to a Penalty Charge Notice of £200.

Landlords can request a review of any Penalty Charge Notice where they consider they can demonstrate they took all reasonable steps and exercised all due diligence to avoid breaching the duty.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

Where a landlord is unsuccessful with the review, they can appeal the decision to the County Court provided this is within 28 days beginning with the day after the notice was served or a review decision. Appeals can be made on the grounds of:

- that the recipient did not commit the breach of duty specified in the penalty charge notice,
- that the notice was not given within the time allowed by regulation 40(2) or does not comply with any other requirement imposed by these Regulations, or
- that in the circumstances of the case it was inappropriate for the notice to be given to the recipient

See Appendix 4 for a flow chart of the Penalty Charge enforcement process.

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

As of the 1st April 2020 any rental property with an EPC rating below an E, therefore any F or G, is deemed sub-standard, and as such, any landlord that rents property with such a low EPC rating, is in breach of the regulations, unless it is included on the PRS exemption register.

Where the council considers a landlord appears to be renting out a property, or to have been at any time within the 12 months preceding shall serve a Compliance Notice requesting:

- the energy performance certificate for the property which was valid at the time the property was let,
- any other energy performance certificate for the property in the landlord's possession,
- any current tenancy agreement under which the property is let,
- any qualifying assessment in relation to the property,
- any other document which the enforcement authority considers necessary to enable it to carry out its functions under this Part, and
- may request landlord to register copies of any of them on the PRS Exemptions

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Register

The council can choose to serve a Penalty Notice where a landlord:

- rents out a sub-standard property, unless one or more exemptions apply,
- has registered false or misleading information when registering information on the PRS Exemptions Register, or
- does not comply with a compliance notice

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Penalties vary dependent on the breach for example maximum fines available are as follows:

- for letting a sub-standard property for less than 3 months - £2,000
- for letting a sub-standard property for 3 months or greater - £4,000
- false or misleading information is provided - £1,000
- failure to comply with a compliance notice - £2,000

Where a landlord violates one of the first two listed breaches above and either, or both of the last two, then the total of the financial penalty must not be greater than £5,000.

Where a financial penalty is imposed the local authority is at liberty to publise any of the following information onto the PRS exemption Register for a minimum of 12 months:

- landlords name,
- details of the breach of these Regulations in respect of which the penalty notice has been issued,
- the address of the property in relation to which the breach has occurred, and
- the amount of any financial penalty imposed

Penalty Notices will include any actions required to remedy the breach(es).

The level of the penalty shall be calculated by working from a starting point at 75% of the maximum fine and aggravating or mitigating factors (Appendix 1) will be used to increase or reduce that fine accordingly.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

Where a Penalty Notice is served, then a landlord has one month to request a review of the notice. Where a review is requested, the council must:

- consider any representations made by the landlord and all other circumstances of the case,
- confirm or withdraw the penalty notice, and
- serve notice of its decision to the landlord

Where the council:

- ceases to be satisfied that the landlord committed the breach specified in the penalty

notice.

- is satisfied that the landlord took all reasonable steps and exercised all due diligence to avoid committing the breach specified in the penalty notice, or
- decides that in the circumstances of the case it was not appropriate for a penalty notice to be served on the landlord.

then the council shall serve a withdrawing of the penalty notice.

If, after a review the Penalty Notice is confirmed, then a landlord can appeal to the First-tier Tribunal on the grounds that:

- the issue of the penalty notice was based on an error of fact,
- the issue of the penalty notice was based on an error of law,
- the penalty notice does not comply with a requirement imposed by these Regulations, or
- in the circumstances of the case, it was inappropriate for the penalty notice to be served on the landlord

Where a landlord fails to take the action required by a penalty notice within the period specified in that penalty notice, the enforcement authority may issue a further penalty notice.

See Appendix 5 for a flow chart of the Penalty Notice enforcement process.

Energy Act 2013

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

These regulations were introduced to ensure that private sector landlords install and maintain at least one smoke alarm on every storey of their rented properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance (e.g. a coal fire or wood burning stove).

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It also makes it the landlords' responsibility to ensure that the alarms are in working order at the start of each new tenancy. In addition, the regulations amend the conditions which must be included in an HMO licence under Part 2 or 3 of the Housing Act 2004 ("the 2004 Act") in respect of smoke and carbon monoxide alarms.

The enforcement authorities (local authorities) are required to issue a remedial notice where they have reasonable grounds to believe a landlord has not complied with one or more of the requirements of the regulations.

The landlord must comply with the notice within 28 days. If they do not, the local authority must carry out the remedial action (where the occupier consents) to ensure the requirements in the regulations are met and can issue a penalty charge of up to £5,000. Penalty charges for non-compliance are as follows:

	<u>Maximum</u>	<u>Starting Point</u>
<u>First Offence</u>	<u>£3,000</u>	<u>£1,500</u>
<u>Repeat Offence</u>	<u>£5,000</u>	<u>£4,000</u>

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In determining the level of the penalty charge notice the Council has considered the likely costs it will incur, and the amount required sufficient to provide a deterrent to non-compliance. Increasing the fine for a repeat offence reflects the seriousness of the offence and is designed to deter repeat offending. The penalty charge will be started at the amount listed in the table above and then any mitigating factors will be taken into consideration in setting the penalty charge notice amount. Factors to be considered are listed in Appendix 1.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

While these charges are set as standard, a landlord may seek to review a penalty charge notice within 28 days by service of notice on the Council. A senior officer not directly involved in the service of the original notice will carry out this review. The reviewing officer will consider the representations made by the landlord and decide whether to confirm, vary or withdraw the penalty charge notice.

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The reviewing officer will have regard to the amount required for the Council to recover its

costs and that the Council has considered and agreed a level of fine that it considers is sufficient to provide a deterrent to non-compliance. After reviewing the penalty charge notice the reviewing officer will inform the landlord by service of notice of their decision.

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The reviewing officer will have regard to the amount required for the Council to recover its costs and that the Council has considered and agreed a level of fine that it considers is sufficient to provide a deterrent to non-compliance. After reviewing the penalty charge notice the reviewing officer will inform the landlord by service of notice of their decision.

The Landlord or Agent can appeal to the Residential Property Tribunal.

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[See Appendix 6 for a flow chart of the Penalty Charge enforcement process.](#)

Protection from Eviction Act 1977

The above act provides protection to tenants by making it a criminal offence for a landlord to use unreasonable behaviour resulting in making the tenant feel uncomfortable, distressed or ultimately forcing them to leave their home. Some landlords believe they have the right to enter and control the way the tenant lives. However, landlords must be aware that, when they rent a property to a single household, they 'part with possession' of that property and have to conduct their management of the tenancy in line with housing legislation. If a landlord doesn't comply with legislation their actions could be construed as harassment or illegal eviction. Examples of such behaviour could be:

- changing the locks without ending the tenancy via the due legal process
- entering their tenants' home without permission
- using unreasonable behaviour which makes a tenant feel uncomfortable
- preventing tenants from using the basic services, such as water, electric & gas

The above list is not exhaustive, and each case will be assessed on its own merits. Where an officer receives an allegation of harassment or illegal eviction, an investigation will be carried out. If there is sufficient and reliable evidence that an offence may have occurred pursuant of the Protection from Eviction Act the case will be referred to the council's legal department recommending a criminal prosecution. Upon summary conviction, a landlord will be liable to a fine of up to £5k and/or a prison sentence. Where on conviction on indictment, a fine and/or imprisonment for a term not exceeding 2 years can be imposed.

More information can be found at:

Private renting for tenants: evictions: Harassment and illegal evictions - GOV.UK (www.gov.uk)

Protection from Eviction Act 1977 (legislation.gov.uk)

A landlord does not have to provide 24hr notice of entry to access **communal areas** of a House in Multiple Occupation. Therefore, this would not generally be deemed as harassment.

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Enterprise and Regulatory Reform Act 2013

The Act provides directions on imposing sanctions for breaches of sections 83 and 84 in relation to membership of Redress Schemes.

The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014

This order requires letting agents and property managers to be members of an approved or designated Redress Scheme so that members can be investigated when complaints are made against them in connection with that work.

Where a letting agent or property manager is found not to be a member of a scheme then a monetary penalty can be imposed to a maximum of £5,000.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a monetary penalty. This will set out:

- The reasons for imposing the monetary penalty.
- The amount of the penalty.
- Information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has evidenced a breach.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a monetary penalty within 28 days from the date when the notice was given.

A senior officer, not previously involved, will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- Decide whether to impose a monetary penalty on the property agent,
- If it is decided to do so, decide the amount of the penalty, and
- Withdraw a penalty

If the decision is made to impose a financial penalty, the council, will issue, the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

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- the reasons for imposing the monetary penalty,
- information about the amount to be paid,
- information about how the payment may be made,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

Appeals can be made to the First-tier Tribunal against:

- the decision to impose a monetary penalty was based on an error of fact,
- the decision was wrong in law,
- the amount of the monetary penalty is unreasonable,
- the decision was unreasonable for any other reason

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

Fenland District Council may at any time withdraw a notice of intent or final notice; or reduce the amount specified in a notice of intent or final notice.

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Sums received by an enforcement authority under a monetary penalty may be used by the authority for any of its functions.

Determining Penalties

The Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the breach** - the more serious the breach, the higher the penalty should be. This should include considering:
 - The track record of the agent – a higher penalty will be appropriate where the agent has a history of failing to comply with their obligations and/or their actions were deliberate, and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Agents are running a business and should be expected to be aware of their legal obligations; and
 - Harm caused to the tenant or landlord – the greater the harm, the greater the amount should be when imposing a financial penalty.
- **Deterring agents from breaching the Requirement Regulations 2014** - Breaching the legal requirements of mandatory redress schemes is not a criminal offence therefore agents cannot be prosecuted for non-compliance. In light of this while the monetary penalty should be proportionate and reflect both the severity of the breach and previous track record of the agent, it is important that it is set at a high enough level to ensure that it has a real economic impact on the agent and demonstrates the consequences of not complying with legal obligations. This should include considering:
 - Deterring the agent from repeating the breach,
 - Deterring others from committing similar breach, and
 - Removing any financial benefit, the agent may have obtained because of committing the breach.
- **Aggravating and mitigating factors** - In order to determine the monetary penalty,

the enforcement authority should consider whether there are any aggravating factors and/or mitigating factors in each case.

- **Fairness and proportionality.** The final determination of any financial penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a financial penalty for more than one breach, or where the agent has already been issued with a penalty, consider whether the total monetary penalties are just and proportionate to the breaches.
 - Impact of the monetary penalty on the agent's ability to comply with the law and whether it is proportionate to their means.
 - Impact of the monetary penalty on the business – if the fine would be disproportionate to the turnover/scale of the business or would lead to the agent going out of business.

A record of each decision and the reason for determining the monetary penalty must be made by the enforcement authority.

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of the monetary penalty in any particular case, regards has been given to statutory guidance when producing this policy.

Monetary Penalties issued under The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014 have a maximum penalty amount of £5,000.

When issuing penalties, The Council has based the fine structure in line with the lead authority and the national approach to promote consistency, alongside local priorities.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION
Maximum	<u>Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful</u>
Very High	<u>Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.</u>
High	<u>Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken</u>
Medium	<u>Breach committed through an act or omission which a person exercising reasonable care would not commit</u>
Low	<u>Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion</u>
Minimum	<u>Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident</u>

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm occurring due to the breach, and the severity of that harm.

RATING	EXPLANATION
High	High likelihood of harm <ul style="list-style-type: none"> • Serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord's or Agent's business, or • High risk of an adverse effect on individual(s) – including where persons are vulnerable
Medium	Medium likelihood of harm <ul style="list-style-type: none"> • Adverse effect on individual(s) (not amounting to Category 1) • Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect. • Tenants and/or legitimate landlords or agents substantially undermined by the conduct. • The Council's work as a regulator is inhibited • Tenant or prospective tenant misled
Low	Low likelihood of harm <ul style="list-style-type: none"> • Low risk of an adverse effect on actual or prospective tenants. • Public misled but little or no risk of actual adverse effect on individual(s)
Negligible	Negligible likelihood of harm <ul style="list-style-type: none"> • Harm not a consideration in the breach

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the financial penalty.

CULPABILITY	CLASS OF HARM			
	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMIMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding.

1. £1-£83
2. £84-£166
3. £167-£500
4. £501-£1,166
5. £1,167-£1,833
6. £1,834-£2,500
7. £2,501-£3,333
8. £3,334-£4,166
9. £4,167-£5,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding.

1. £42
2. £125
3. £333
4. £833
5. £1,500
6. £2,167
7. £2,917
8. £3,750
9. £4,583

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Tenant Fees Act 2019

As of the 1st of June 2020, The Act dictates that landlords or agents will no longer be able to require tenants in the private rented sector in England, or any persons acting on behalf of a tenant or guaranteeing the rent, to make payments in connection with a tenancy, excluding:

- rent, provided no earlier period is financially more than any later period
- tenancy deposit to a maximum of 5 weeks' rent where the rent is less than £50,000 per annum and 6 weeks' rent where the rent is £50,000 or higher
- refundable holding deposit to a maximum of 1 weeks rent
- payment in the event of a default which applies to the reasonable costs due to a loss of a key or the late payment of rent by over 14 days, provided it is not greater than the aggregate of the amounts found by applying, in relation to each day after the due date for which the rent remains unpaid, an annual percentage rate of 3% above the Bank of England base rate to the amount of rent that remains unpaid at the end of that day
- payment of damages for breach of a tenancy agreement or an agreement between a letting agent and a relevant person
- payment on variation, assignment or novation of a tenancy, when requested by a tenant, to a maximum of £50 or reasonable costs incurred if higher
- payment on termination of a tenancy to a maximum of the loss suffered by the landlord as a result of the termination of the tenancy
- payment in respect of council tax
- payment in respect of utilities, etc
- payment in respect of a television licence
- payment in respect of communication services to a maximum of the reasonable costs incurred by the landlord for or in connection with the provision of the service

As of the 1st of June 2020, The Act applies to Assured Shorthold Tenancies (ASTs), student accommodation and licenses to occupy housing (HMOs), in England only. The Act also applies to housing associations and local authorities, where they are letting an AST in the private rented sector.

Where an unlawful fee has been charged there is a maximum penalty of £5,000 for a first offence which is deemed a civil offence. Where a further breach is made within 5 years this constitutes a criminal offence but financial penalties of up to £30,000 can be issued as an alternative to prosecution.

In addition, the Act also dictates how holding fees should be treated. Holding deposits are to be held for up to 14 days from when paid or until a date agreed by the landlord/agent and tenant in writing. Where there is no separate agreement in writing deposits must be returned on the 15th day. The holding deposit is also required to be paid within 7 days from when a tenancy agreement is entered, the day the landlord decides not to enter into a tenancy agreement or where the landlord and tenant fail to enter into an agreement before the deadline for an agreement.

When making the decision whether to prosecute or not the following may be considered:

- history of non-compliance
- severity of the breach
- deliberate concealment of activity or evidence
- knowingly or recklessly supplying false or misleading evidence

- intent of the landlord/agent, individually and/or corporate body
- attitude of the landlord/agent
- deterrent effect of a prosecution on the landlord/agent and others
- extent of financial gain as result of the breach

Where a holding deposit is unlawfully retained, this civil breach can be served with a financial penalty. Enforcement authorities will be able to retain the money raised through financial penalties with this money reserved for future housing enforcement in the private rented sector. Each request for a prohibited payment is a breach. For example, the following would be considered multiple breaches:

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- an agent/landlord charging different tenants under different tenancy agreements prohibited fees
- an agent/landlord charging one tenant multiple prohibited fees for different services at different times
- an agent/landlord charging one tenant multiple prohibited fees for different services at the same time
- an agent/landlord charging one tenant one total prohibited fee which is made up of different separate prohibited requirements to make a payment, e.g., £200 requested for arranging the tenancy and doing a reference check would represent multiple breaches

Where an agent or landlord is being fined for multiple breaches at once and they have not previously been fined, the financial penalty for each of these breaches is limited to up to £5,000 each. The Act provides that the period of five years (in which a second breach could occur) begins on the day on which the relevant penalty was imposed, or the person was convicted. The date on which the penalty is imposed is the date specified in the final notice.

Fenland District Council may enforce this Act, however, local weights and measures authority in England have a duty to enforce in its area. For Fenland this would be Cambridgeshire County Council.

The lead enforcement authority, Bristol City Council, can also enforce the Act and will do so when breaches are reported directly to them.

Where Fenland District Council chooses to enforce this legislation, they will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the date the notice was served,
- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty,
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has evidenced a breach.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

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A person who is given a notice of intent may make written representations to the Council

about the intention to impose a financial penalty within 28 days from the date when the notice was given.

A senior officer not previously involved will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- Decide whether to impose a financial penalty on the person, and
- If it decides to do so, decide the amount of the financial penalty

If the decision is made to impose a financial penalty, the council will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

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- the date the final notice is served,
- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

Fenland District Council may at any time withdraw a notice of intent or final notice; reduce the amount specified in a notice of intent or final notice; or amend a notice of intent or final notice to remove the requirement to pay an amount which the authority required to be paid, which includes:

- any part or all of any prohibited payment to the relevant person,
- an amount which does not exceed the amount of the payment or (as the case may be) the aggregate amount of the payments that the relevant person has made,
- any part or all of any holding deposit to the relevant person, or
- any amount, the authority may have required the landlord or letting agent to pay in interest on that amount

Any financial penalties under this act can be used towards meeting the costs and expenses (whether administrative or legal) incurred in, or associated with, carrying out any of its enforcement functions under this Act or otherwise in relation to the private rented sector.

Determining Penalties

In accordance with statutory guidance, the Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the breach.** - the more serious the breach, the higher the penalty should be. This should include considering:
 - the track record of the landlord or agent – a higher penalty will be appropriate where the landlord or agent has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Agents and landlords are running a business and should be expected to be aware of their legal obligations; and
 - harm caused to the tenant - the greater the harm, the greater the amount should be when imposing a financial penalty.

- **Punishment of the landlord or agent.** A financial penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the breach and previous track record of the offender, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the landlord or agent and demonstrates the consequences of not complying with their legal obligations. This should include considering:
 - Deterring the landlord or agent from repeating the breach,
 - Deterring others from committing similar breaches, and
 - Remove any financial benefit the landlord or agent may have obtained because of committing the breach.

- **Aggravating and mitigating factors.** In order to determine the financial penalty, the enforcement authority should consider whether there are any aggravating and/or mitigating factors in each case.

- **Fairness and proportionality.** The final determination of any financial penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a financial penalty for more than one breach, or where the landlord or agent has already been issued with a penalty, consider whether the total financial penalties are just and proportionate to the breaches. Where the landlord or agent is issued with more than one financial penalty, the enforcement authority should consider the guidance 'Offences Taken into Consideration and Totality by the Sentencing Council for England and Wales'.
 - Impact of the financial penalty on the landlord or agent's ability to comply with the law and whether it is proportionate to their means (e.g., risk of loss of home)
 - Impact of the financial penalty on third parties (e.g., employment of staff or other customers)

A record of each decision and the reason for determining the financial penalty must be made by the enforcement authority

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of financial penalty in any particular case, regards has been given to statutory guidance when producing

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this policy.

Financial Penalties issued under the Tenant Fees Act 2019 have a maximum penalty amount of £5,000 for first offences and £30,000 for second offences.

When issuing penalties, The Council has based the fine structure in line with the lead authority and the national approach to promote consistency, alongside local priorities.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION
Maximum	<u>Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful</u>
Very High	<u>Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.</u>
High	<u>Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken</u>
Medium	<u>Breach committed through an act or omission which a person exercising reasonable care would not commit</u>
Low	<u>Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion</u>
Minimum	<u>Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident</u>

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm occurring due to the breach, and the severity of that harm.

RATING	EXPLANATION
High	<p>High likelihood of harm</p> <ul style="list-style-type: none"> <u>• Serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord's or Agent's business, or</u> <u>• High risk of an adverse effect on individual(s) – including where persons are vulnerable</u>
Medium	<p>Medium likelihood of harm</p> <ul style="list-style-type: none"> <u>• Adverse effect on individual(s) (not amounting to Category 1)</u> <u>• Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect.</u> <u>• Tenants and/or legitimate landlords or agents substantially undermined by the conduct.</u> <u>• The Council's work as a regulator is inhibited</u> <u>• Tenant or prospective tenant misled</u>
Low	<p>Low likelihood of harm</p> <ul style="list-style-type: none"> <u>• Low risk of an adverse effect on actual or prospective tenants.</u> <u>• Public misled but little or no risk of actual adverse effect on individual(s)</u>

<u>Negligible</u>	<u>Negligible likelihood of harm</u> <ul style="list-style-type: none"> <u>Harm not a consideration in the breach</u>
--------------------------	--

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the financial penalty.

<u>CULPABILITY</u>	<u>CLASS OF HARM</u>			
	<u>HIGH</u>	<u>MEDIUM</u>	<u>LOW</u>	<u>NEGLIGIBLE</u>
<u>MAXIMUM</u>	9	8	7	6
<u>VERY HIGH</u>	8	7	6	5
<u>HIGH</u>	7	6	5	4
<u>MEDIUM</u>	6	5	4	3
<u>LOW</u>	5	4	3	2
<u>MIMIMUM</u>	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding as below for first offences.

1. £1-£83
2. £84-£166
3. £167-£500
4. £501-£1,166
5. £1,167-£1,833
6. £1,834-£2,500
7. £2,501-£3,333
8. £3,334-£4,166
9. £4,167-£5,000

And from the following list for second offences

1. £1-£500
2. £501-£1,000
3. £1,001-£3,000
4. £3,001-£7,000
5. £7,001-£11,000
6. £11,001-£15,000
7. £15,001-£20,000
8. £20,001-£25,000
9. £25,001-£30,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding for first offences.

1. £42
2. £125
3. £333
4. £833
5. £1,500
6. £2,167
7. £2,917
8. £3,750
9. £4,583

And from the following list for second offences.

1. £250
2. £750
3. £2,000
4. £5,000
5. £9,000
6. £13,000
7. £17,500
8. £22,500
9. £27,500

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Non Private Rented Sector Properties

Owner Occupied

Other than in exceptional circumstances, the council expects owner-occupiers, including long leaseholders, to take their own action to remedy hazards at their own properties. The Council will decide whether there are exceptional circumstances in a particular case to justify intervention"

Housing Associations/Registered Providers (RP)

Upon receiving a complaint relating to an RP property, the council will normally notify the RP that a complaint has been received and/or a hazard identified and seek the RP's comments and proposals. However, the Council will, if deemed necessary, utilise all powers available under this policy, to resolve matters.

Where the council has identified hazards, and the Registered Provider has scheduled a programme of works, which will remove the hazard, the officer will consider the programme when determining the most appropriate course of action. The council will liaise with the RP to agree a schedule to deal with category 1 and 2 hazards in advance of the planned improvements. In relation to the Space and Crowding hazard, where defect have been scored as a Category 1 or high Category 2 hazard, particular account will be taken of the availability of suitable alternative accommodation.

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Deleted: Owner Occupiers Occupied Properties

Deleted: ther than in exceptional circumstances, the council expects owner-occupiers, including long leaseholders, to take their own action to remedy hazards at their own properties. The Council will decide whether there are exceptional circumstances in a particular case to justify intervention.

Deleted: Where Occasions will arise whereby Category 1 hazards are identified in owner occupied properties, and where the owner is not eligible for financial assistance, is unwilling to use financial assistance, or where no financial assistance is available from the council. The duty to take action as required under Section 5 of the Housing Act 2004 still applies.

However, it would not generally be in the public interest to enforce compliance unless the hazard in question was adversely affecting an adjoining property or was endangering the health and safety of the public or visitors to the property (such as Postal Service workers).

Where it appears that there would otherwise be little prospect of such a hazard being remedied within the forthcoming 12 months (for example through a grant to install central heating / insulation to remedy the hazard of excess cold) then the hazard will be brought to the attention of the owner by the service of a Hazard Awareness Notice. No charge would generally be made for the service of such a notice. This fulfils the council's duty under section 5 of the Housing Act 2004 but has no subsequent enforcement consequences for the owner.

In some exceptional cases, in line with the guidance given by the HHSRS Enforcement Guidance, it will be necessary to serve an Improvement Notice or Suspended Improvement Notice in respect of hazards in owner occupied properties. No charge would generally be made for the service of such a notice and the Council will work with the owner to offer advice and assistance in complying with the requirements of the

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Additional Enforcement Powers

The following tools are also available where the Housing Act 2004 measures are not appropriate, or do not sufficiently deal with the problem.

- Environmental Protection Act 1990 Section 80 - Notices can be served if the officer is of the opinion that there is a statutory nuisance at the premises. The premises must be deemed prejudicial to health or a nuisance
- Building Act 1984 Section 59- Used to deal with defective drainage issues in existing buildings
- Building Act 1984 Section 64- Used where sanitary conveniences are insufficient or in need of replacement and are considered prejudicial to health or a nuisance
- Building Act 1984 Section 76 - Used where the property is so defective as to be prejudicial to health. This notice notifies the person responsible of the local authority's intention to remedy the problem (similar to work in default)
- Building Act 1984 Section 79 – Used where a building or neglected site is in a ruinous and dilapidated condition and requires the owner to execute such works of repair or restoration, or if he so elects, to take such steps for demolishing the building or structure, or any part thereof, and removing any rubbish or other material resulting from or exposed by the demolition
- Building Act 1984 Section 84 – Used where there is unsatisfactory paving and drainage of yards and passages
- Building Act 1984 Sections 95 and 96 – Provides a power of entry to any property at all reasonable hours provided the occupier has been given 24 hours-notice:
 - for the purpose of ascertaining whether there is, or has been, on or in connection with the premises, a contravention of this Act, or of any building regulations, that it is the duty of the local authority to enforce
 - ascertaining whether or not circumstances exist that would authorise or require the local authority to take any action, or execute any work, or the purpose of taking any action, or executing any work, authorised or required by this Act, or by building regulations,
 - for the purpose of taking any action, or executing any work, authorised or required by this Act, or by building regulations, or by an order made under this Act, to be taken, or executed, by the local authority, or
 - generally, for the purpose of the performance by the local authority of their functions under this Act or under building regulations

Section 96 allows an Officer to take with him such other persons as may be necessary
- Public Health Act 1936 Section 287 – Gives the Officer a right to enter any premises at all reasonable hours when giving 24 hours-notice to any occupier for the purpose of ascertaining whether there is, or has been, on or in connection with the premises any contravention of the provisions of this Act, being provisions which it is the duty of the council to enforce, ascertaining those circumstances, for the purpose of taking

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Deleted: <#>Public Health Act 1936 Section 45 - Used where there are defective sanitary conveniences due to their repair and/or cleansing ability. They must be in such a state as to be prejudicial to health or a nuisance¶

¶ <#>Public Health Act 1936 Section 83 - Used where a property is in such a state as to be in a filthy or unwholesome condition or verminous¶

action and generally, for the purpose of the performance by the council of their functions under this Act

- Local Government (Miscellaneous Provisions) Act 1982 Section 27 – Gives the power to repair drains and to remedy stopped-up drains
- Local Government (Miscellaneous Provisions) Act 1982 Section 29 (Notice of Intended Entry) - Used to prevent unauthorised access (for example broken windows, doors etc.) to get the owner to secure the premises
- Prevention of Damage by Pests Act 1949 Section 22 - Provides a right of entry to an Officer to inspect for rats and mice and to ascertain compliance with any notice provided any occupier has been given 24 hours-notice
- Housing Act 1985 (As Amended) - Some provisions within the 1985 Act have not been revoked and may be appropriate to use in some circumstances. Overcrowding provisions are still available and can be used where the 2004 Act is not sufficient. The other provisions relate to houses in multiple occupation (HMO) and the Housing (Management of Houses in Multiple Occupation) Regulations 1990. These have been revoked with regards to all types of HMO, except certain converted blocks of flats. These regulations can be used to deal with disrepair and management issues of this type of HMO only.

Deleted: <#>Public Health Act 1961 Section 17 - Where any drain, private sewer, water closet, waste pipe or soil pipe has not been maintained and can be repaired for less than £250¶

Deleted: <#>Local Government (Miscellaneous Provisions) Act 1976 Section 33 - Used where services such as the water supply are due to be, or have been, cut off to a domestic property¶

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The following legislation is also used as part of the day-to-day collection of information, preparing cases for prosecution and gathering evidence:

- Local Government (Miscellaneous Provisions) Act 1976 Section 16 - Used to formally request information about a premise or a person
- Police and Criminal Evidence Act 1984, Criminal Procedures and Investigation Act 1996, Regulation of Investigatory Powers Act 2000, Investigatory Powers Act 2016 – used in relation to interviews under caution, prosecution and gathering of evidence

Deleted: <#>The Management of Houses in Multiple Occupation (England) Regulations 2006. These regulations have been introduced to deal with all other types of HMO other than those mentioned in above. Therefore, all licensable HMOs, smaller HMOs and flats in multiple occupation are covered by these regulations. Only self-contained flats are exempt as they fall under the regulations mentioned above. The regulations cover the management and repair of the HMO. There are no notice provisions with these regulations therefore if a decision is made to take action under these regulations; the Officer must go straight to prosecution.¶

Where housing or other related legislation is introduced, which is enforced by the Council and permits the imposition of any monetary penalty or penalty charge, the Council will seek to fully implement any duty or power conferred upon it.

Monitoring and review

In accordance with the Regulators' Compliance Code, the council will keep its regulatory activities and interventions under review, with a view to considering the extent to which it would be appropriate to remove or reduce the regulatory burdens they impose.

Contacts

If you have any comments or queries in relation to this policy, please contact the Private Sector Housing Team.

Deleted: Housing and Communities Manager

- Email: privatesectorhousing@fenland.gov.uk
- Telephone: 01354 654321
- Address: Fenland Hall, County Road, March, Cambs, PE15 8NQ

Appendix 1 – Aggravating and mitigating factors to consider when determining certain penalties

Potential factors increasing seriousness (this is not an exhaustive list):

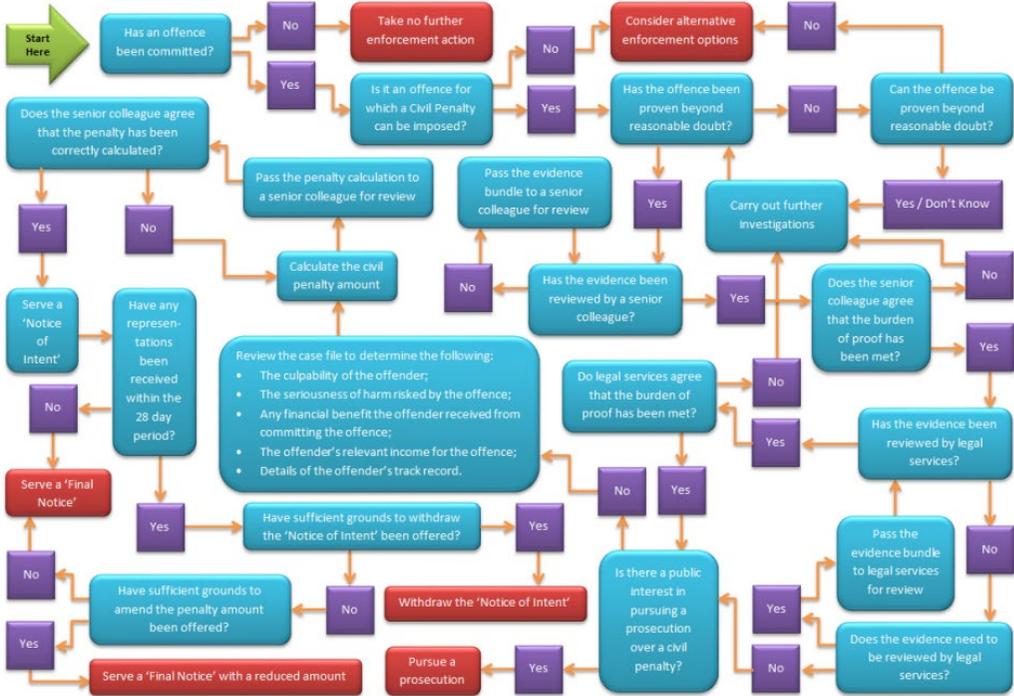
- Previous convictions - Having regard to the nature of the offences to which the conviction relates and its relevance to the current offence; and the time that has been elapsed since the conviction. Therefore, where it is established that, there are appropriate previous convictions that should be considered, the level of fine shall be increased to at least one banding higher (if feasible) to reflect the history of offending. This action is to be taken having regard to:
 - the nature of the offences to which the conviction relates and its relevance to the current offence; and
 - the time that has elapsed since the conviction
 - offences committed whilst on bailThis action is only to be taken when a prosecution is not deemed an appropriate action to take.
- Financial incentive - While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities. Therefore, where an offender lets and/or manages multiple properties nationally or locally the level of fine may be increased to at least one banding higher (if feasible) to ensure that the penalty is high enough to have a real economic impact on the offender.
- Statutory aggravating factors
- Record of non-compliance
- Motivated by financial gain
- Deliberate concealment of illegal nature of activity
- Established evidence of wider/community impact
- Obstruction of justice/obstructive to the investigation
- Record of providing substandard accommodation
- Refusal of free advice
- Tenant is a vulnerable individual

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Potential factors reducing seriousness or reflecting personal mitigation (this is not an exhaustive list):

- No previous convictions/breaches or no relevant/recent convictions/breaches
- Steps voluntarily and promptly taken to remedy problem
- High level of co-operation with the investigation, beyond that which will always be expected
- Good record of maintaining property/member of an accreditation scheme
- Self-reporting, co-operation and acceptance of responsibility
- Good character/exemplary conduct
- Evidence of health reasons preventing reasonable compliance (poor mental health, unforeseen health issues and/or emergency health concerns)
- Landlord or agent is a vulnerable individual, where vulnerability is linked to the breach being committed
- Whether landlord or agent's primary trade or income is connected to the private rented sector
- Admission of guilt

Appendix 2 – Civil Penalty Process Flow Chart

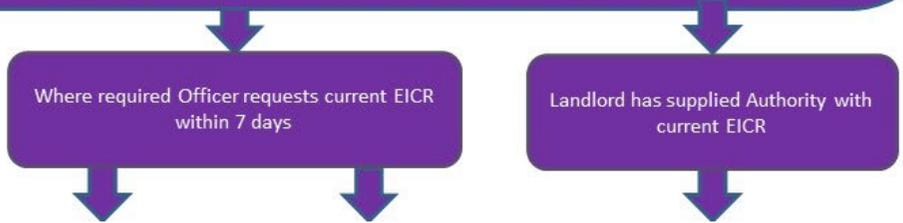


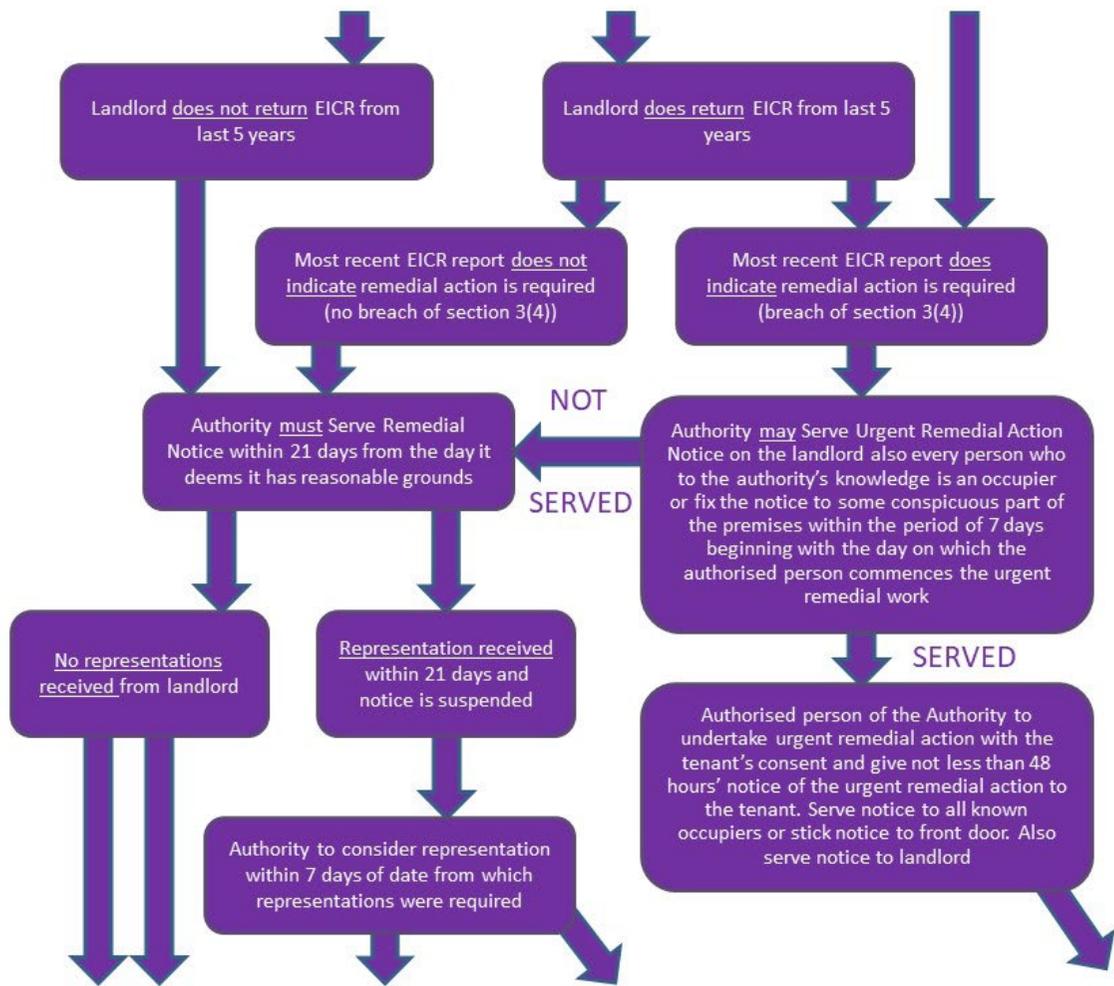
Appendix 3

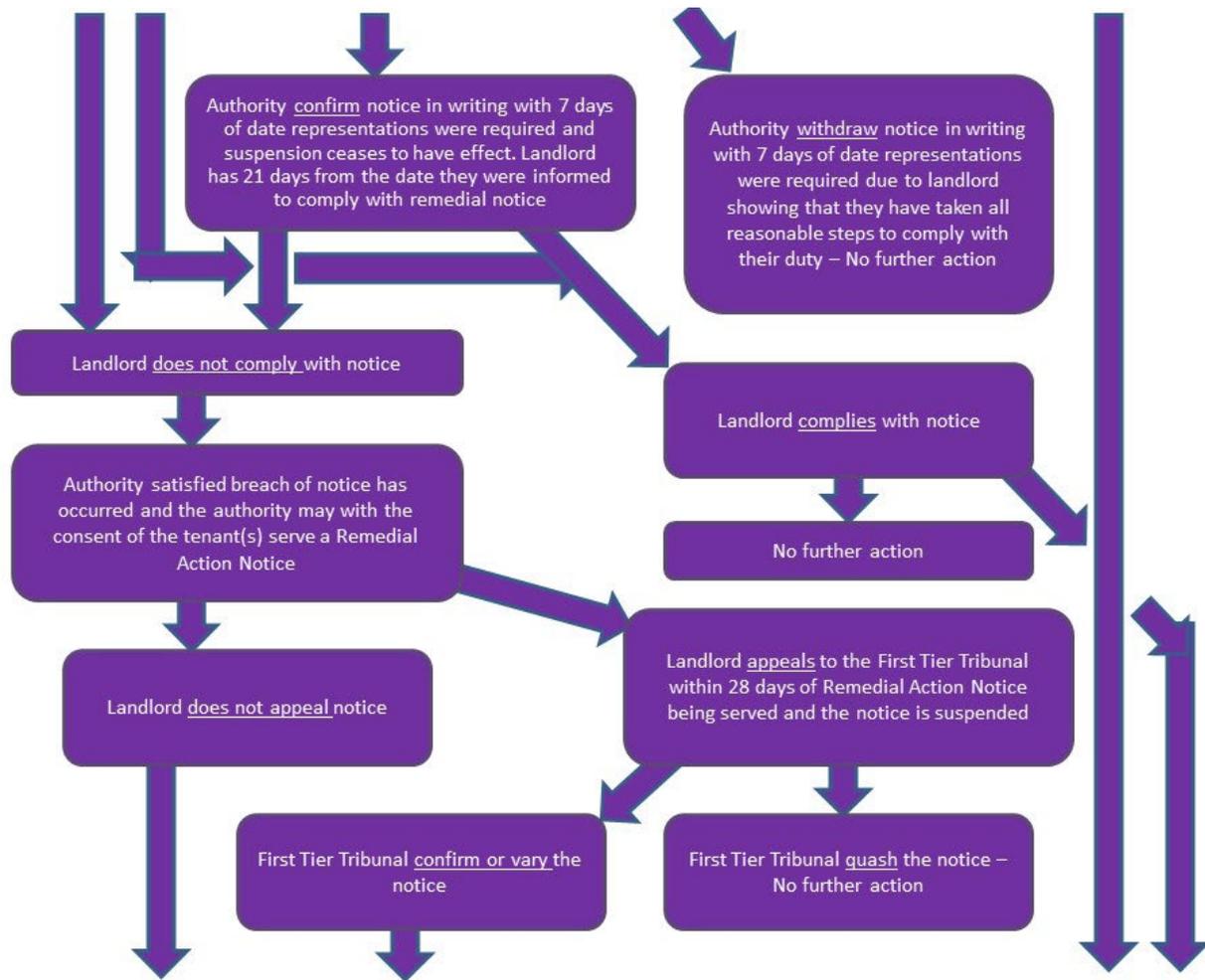
EICR Breach Process Flow Chart

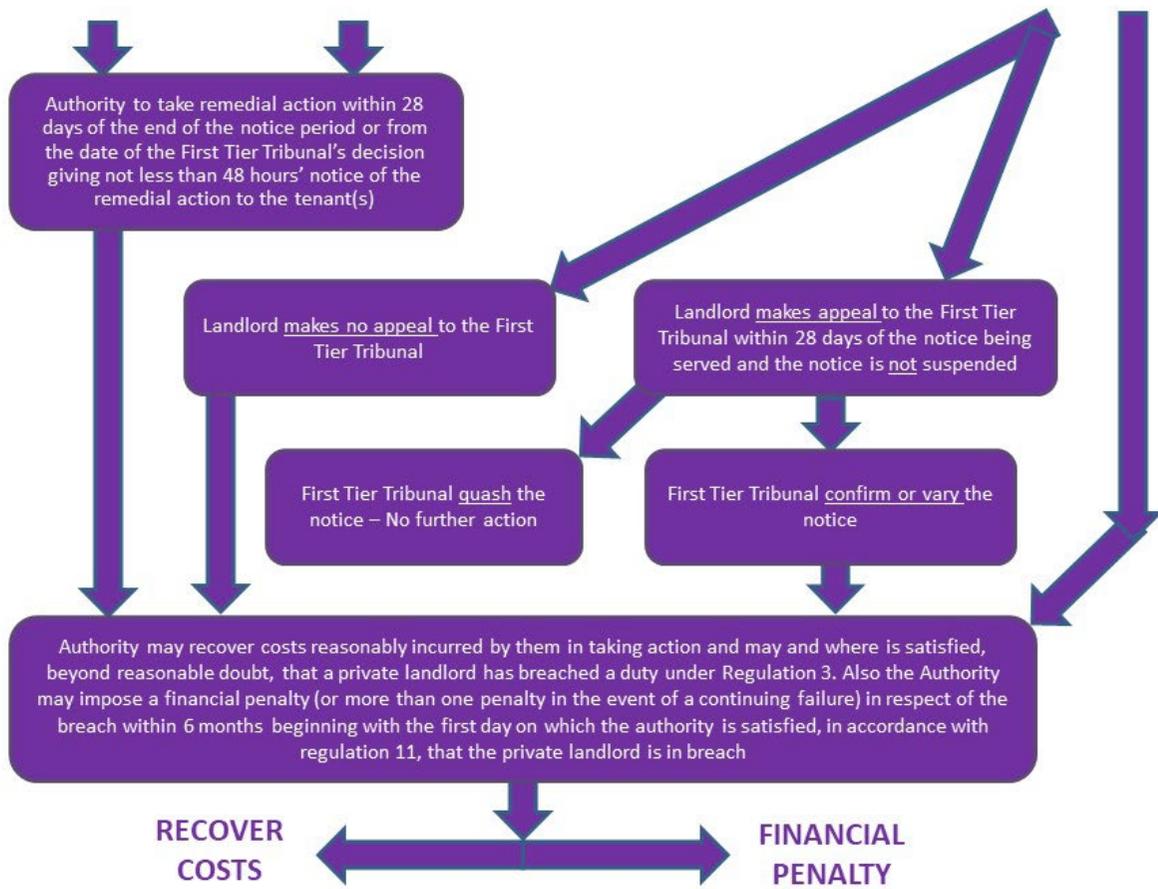
Local housing authority has reasonable grounds to believe that, in relation to residential premises a private landlord is in breach of one or more of the following duties:

- 3(1)(a), A private landlord who grants or intends to grant a specified tenancy must ensure that the electrical safety standards are met during any period when the residential premises occupied under a specified tenancy; (new tenancies and any tenancy from 1 April 2021)
- 3(1)(b) A private landlord who grants or intends to grant a specified tenancy must supply a copy of that report to each existing tenant of the residential premises within 28 days of the inspection and test,
- 3(1)(c) A private landlord who grants or intends to grant a specified tenancy must supply a copy of that report to the local housing authority within 7 days of receiving a request in writing for it from that authority,
- 3(4) Where a report under sub-paragraph (3)(a) indicates that a private landlord is or is potentially in breach of the duty under sub-paragraph (1)(a) (A private landlord who grants or intends to grant a specified tenancy must ensure that the electrical safety standards are met during any period when the residential premises are occupied under a specified tenancy) and the report requires the private landlord to undertake further investigative or remedial work, the private landlord must ensure that further investigative or remedial work is carried out by a qualified person within 28 days or the period specified in the report if less than 28 days,
- and 3(6) Where further investigative work is carried out in accordance with paragraph (4) and the outcome of that further investigative work is that further investigative or remedial work is required, the private landlord must repeat the steps in paragraphs (4) and (5 -Where paragraph (4) applies, a private landlord must— (a) obtain written confirmation from a qualified person that the further investigative or remedial work has been carried out and that— (i) the electrical safety standards are met; or (ii) further investigative or remedial work is required; (b) supply that written confirmation, together with a copy of the report under sub-paragraph (3)(a) which required the further investigative or remedial work to each existing tenant of the residential premises within 28 days of completion of the further investigative or remedial work; and (c) supply that written confirmation, together with a copy of the report under sub-paragraph (3)(a) which required the further investigative or remedial work to the local housing authority within 28 days of completion of the further investigative or remedial work) in respect of that further investigative or remedial work

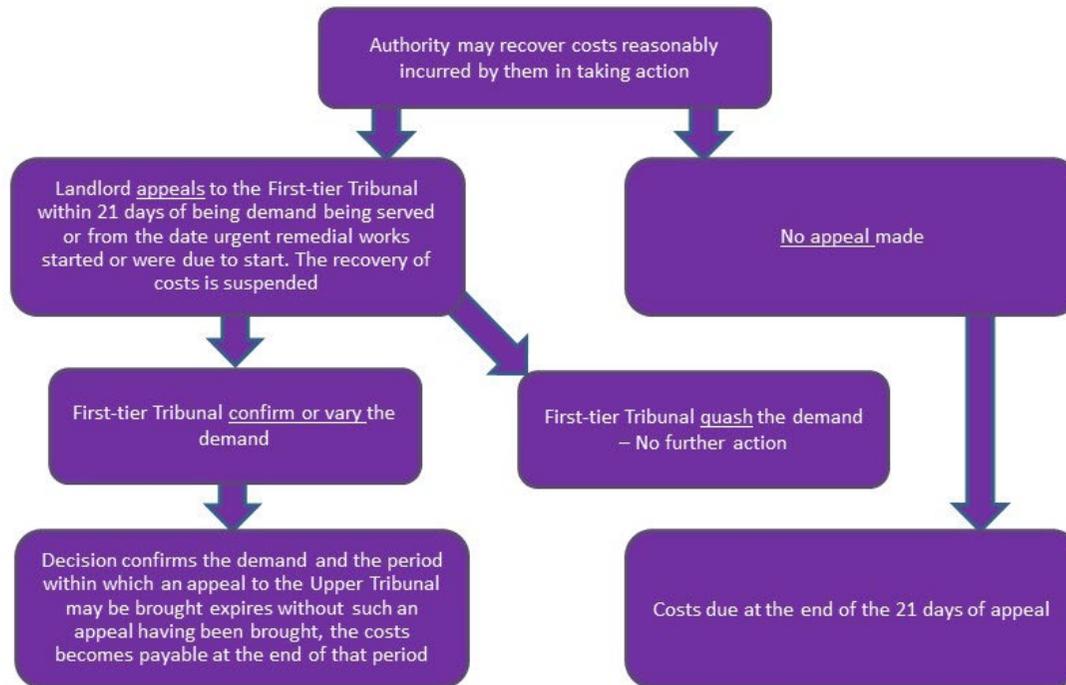




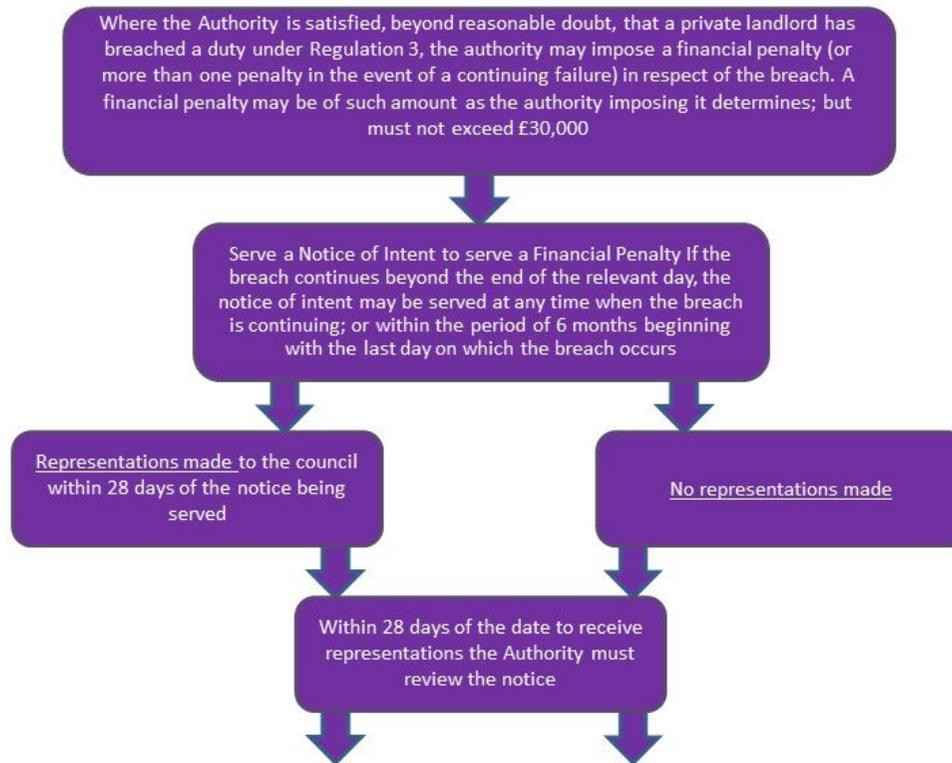


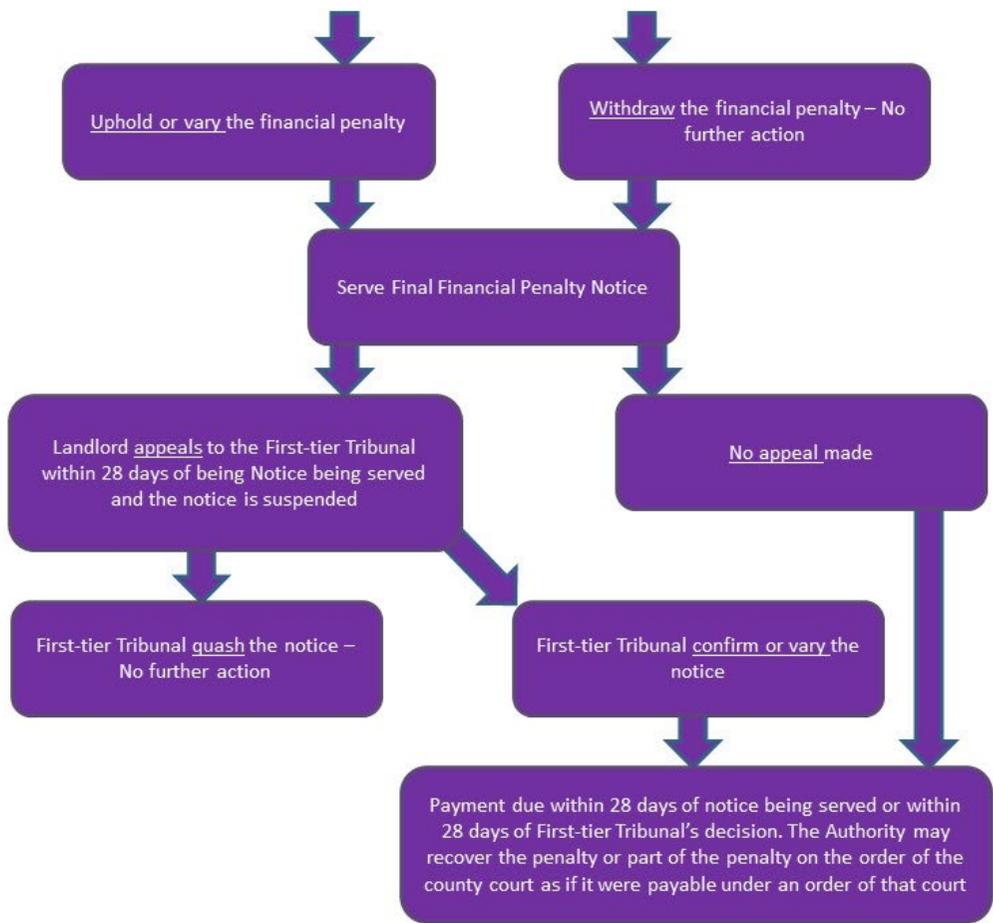


RECOVER COSTS



FINANCIAL PENALTY





Appendix 4

EPC Breach - Process Flow Chart

The Authority has reason to believe that a landlord does not have a valid EPC on a property he rents or has breached one or more of the following:

5. (2) The relevant person shall make available free of charge a valid energy performance certificate to any prospective buyer or tenant

(a) at the earliest opportunity; and

(b) in any event before entering into a contract to sell or rent out the building or, if sooner, no later than whichever is the earlier of— (i) in the case of a person who requests information about the building, the time at which the relevant person first makes available any information in writing about the building to the person; or (ii) in the case of a person who makes a request to view the building, the time at which the person views the building.

(5) The relevant person must ensure that a valid energy performance certificate has been given free of charge to the person who ultimately becomes the buyer or tenant.

6. (2) The person giving the particulars must ensure that

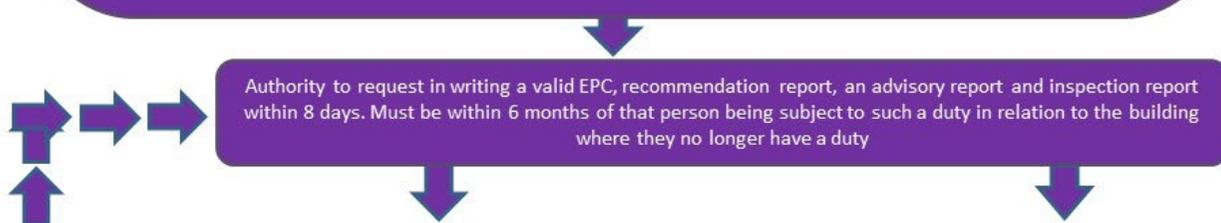
(a) the particulars include the asset rating of the building expressed in the way required by regulation 11(1)(a); or

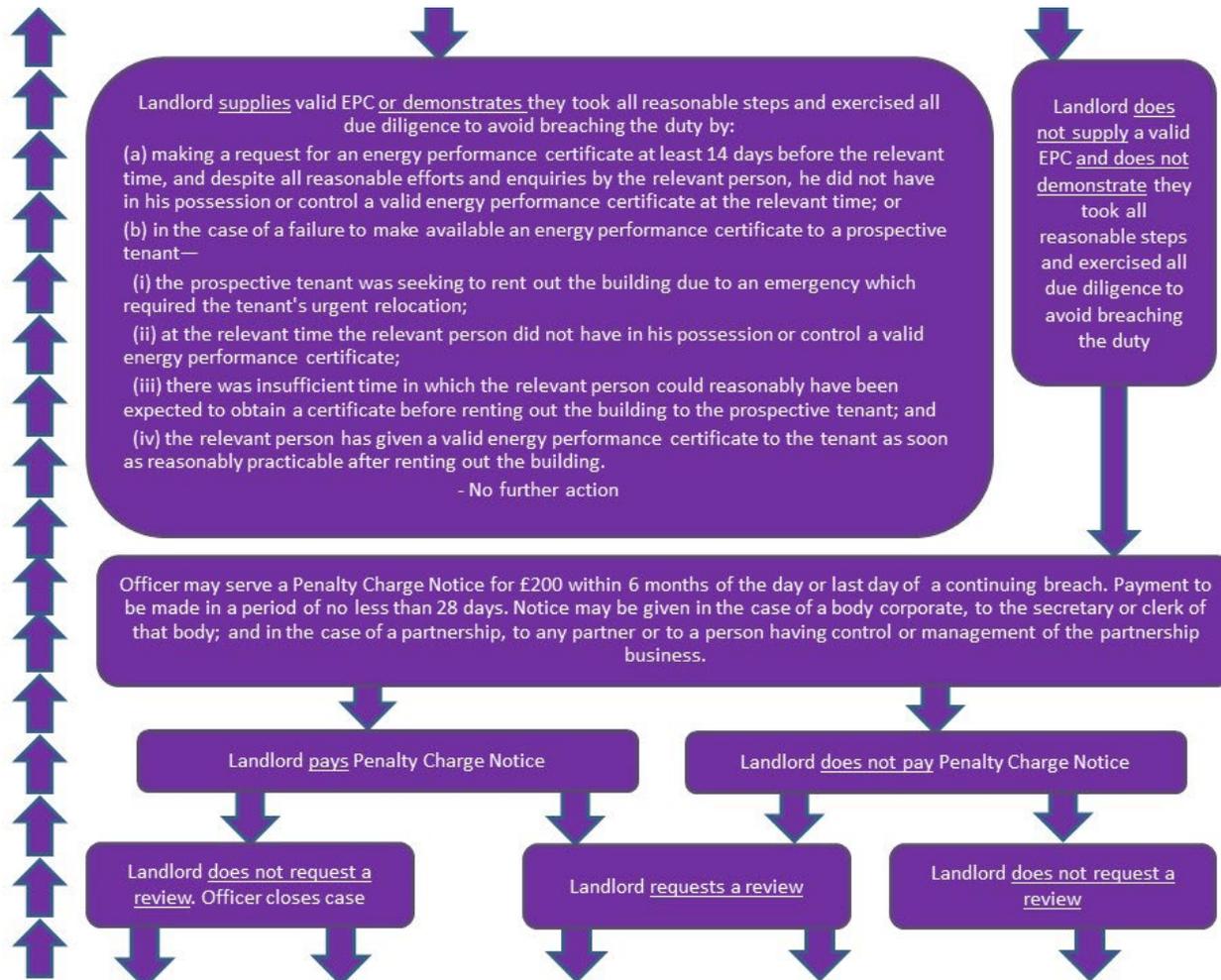
(b) a copy of an energy performance certificate for the building is attached to the particulars.

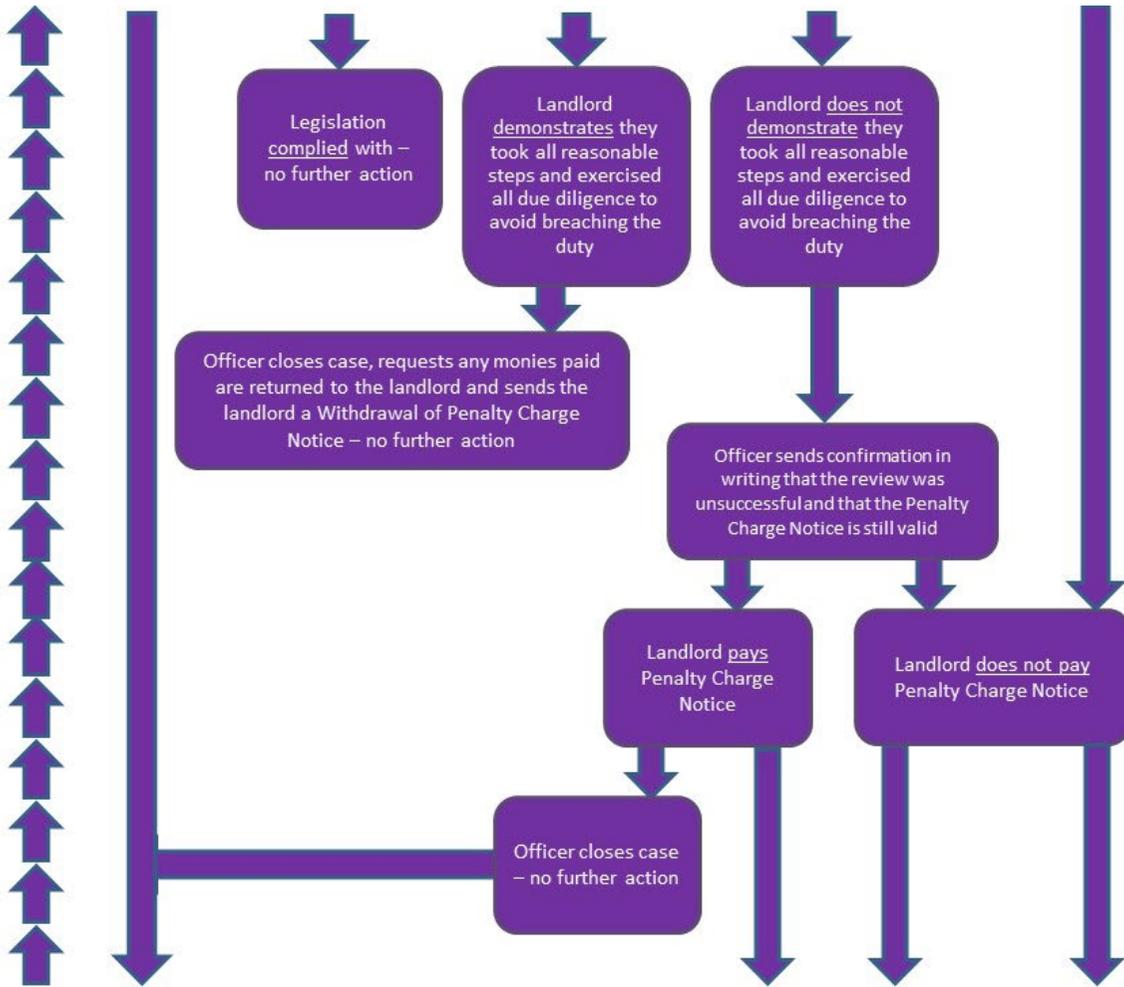
10. (1) Where a relevant person is under a duty under regulation 5(2), 5(5) or 9(2) to make available or give an energy performance certificate to any person, the certificate must be accompanied by a recommendation report.

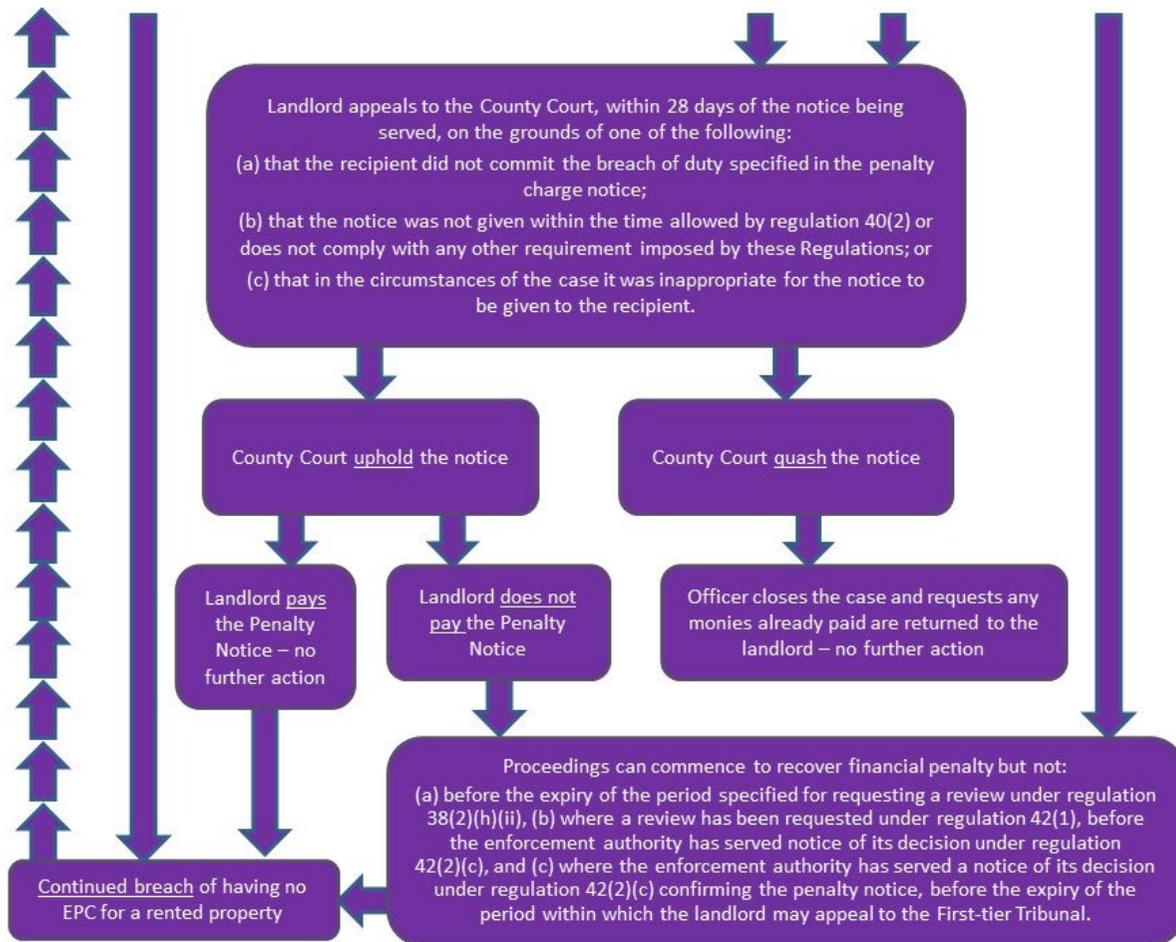
(2) A recommendation report is a report containing recommendations for the improvement of the energy performance of the building issued by the energy assessor who issued the energy performance certificate.

39. (4) It is the duty of a person subject to such a requirement to produce documents within the period of seven days beginning with the day after that on which it is imposed.



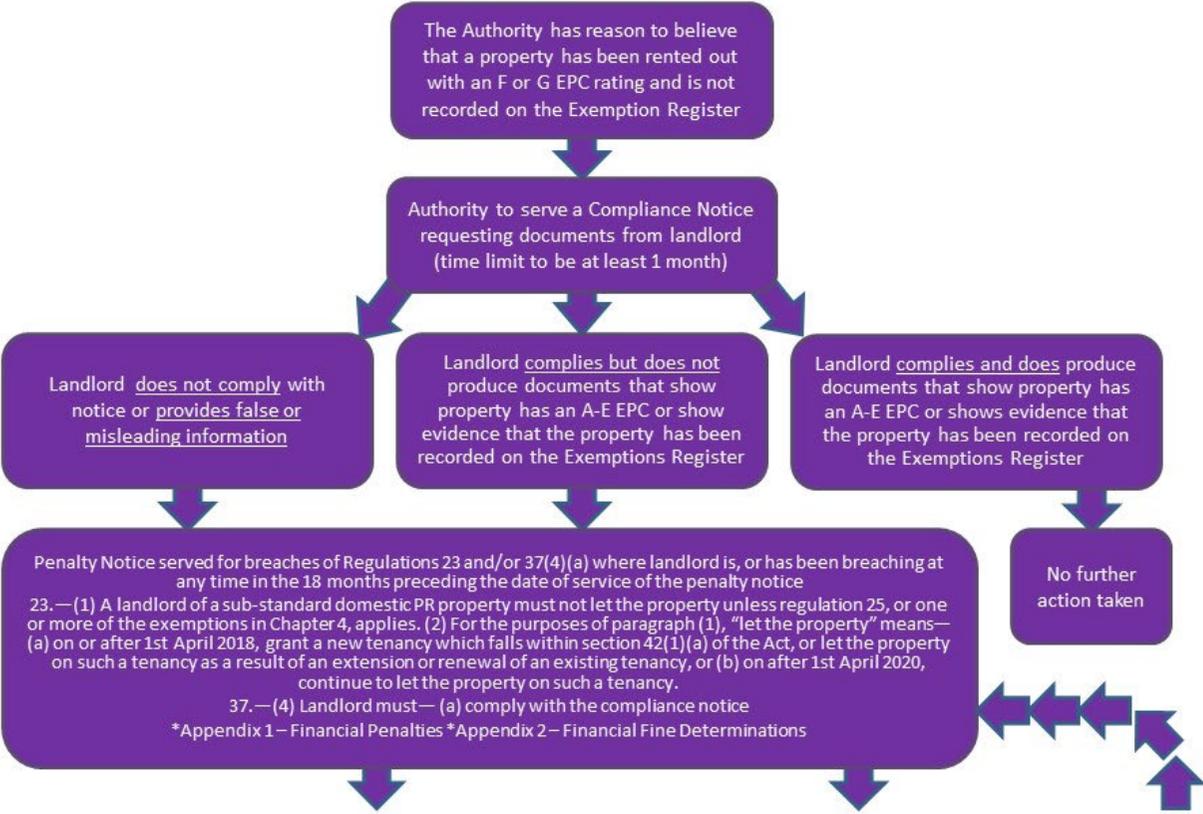


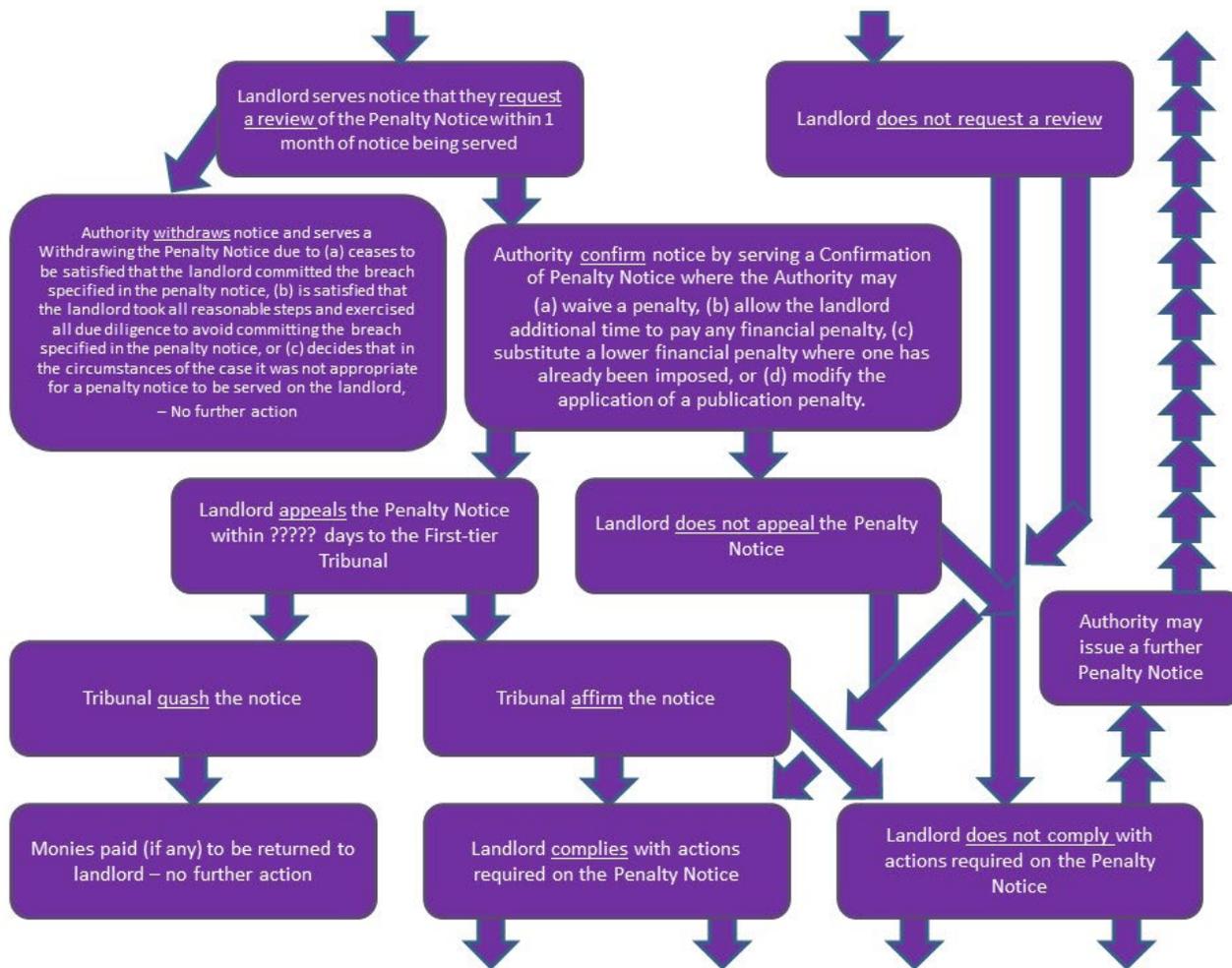




Appendix 5

MEES Breach - Process Flow Chart







Proceedings can commence to recover financial penalty but not:
(a) before the expiry of the period specified for requesting a review under regulation 38(2)(h)(ii), (b) where a review has been requested under regulation 42(1), before the enforcement authority has served notice of its decision under regulation 42(2)(c), and (c) where the enforcement authority has served a notice of its decision under regulation 42(2)(c) confirming the penalty notice, before the expiry of the period within which the landlord may appeal to the First-tier Tribunal.

Appendix 6

Smoke and Carbon Monoxide Breach - Process Flow Chart

Where a local housing authority has reasonable grounds to believe that, in relation to premises situated within its area, a relevant landlord is in breach of one or more of the duties under regulation 4(1), the authority must serve a remedial notice on the landlord.

4.—(1) A relevant landlord in respect of a specified tenancy must ensure that—

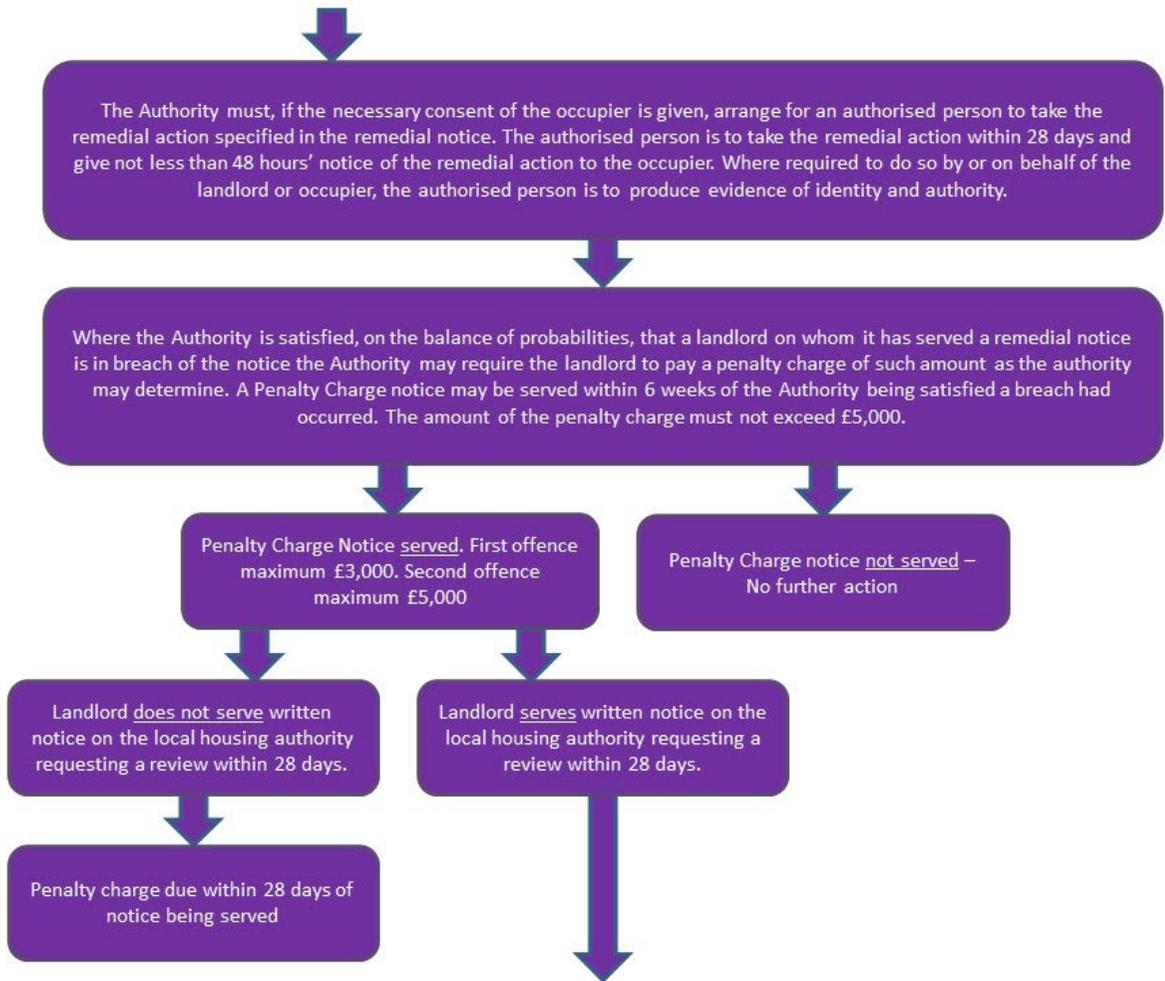
- (a) during any period beginning on or after 1st October 2015 when the premises are occupied under the tenancy—
 - (i) a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation;
 - (ii) a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and
- (b) checks are made by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the tenancy begins if it is a new tenancy.

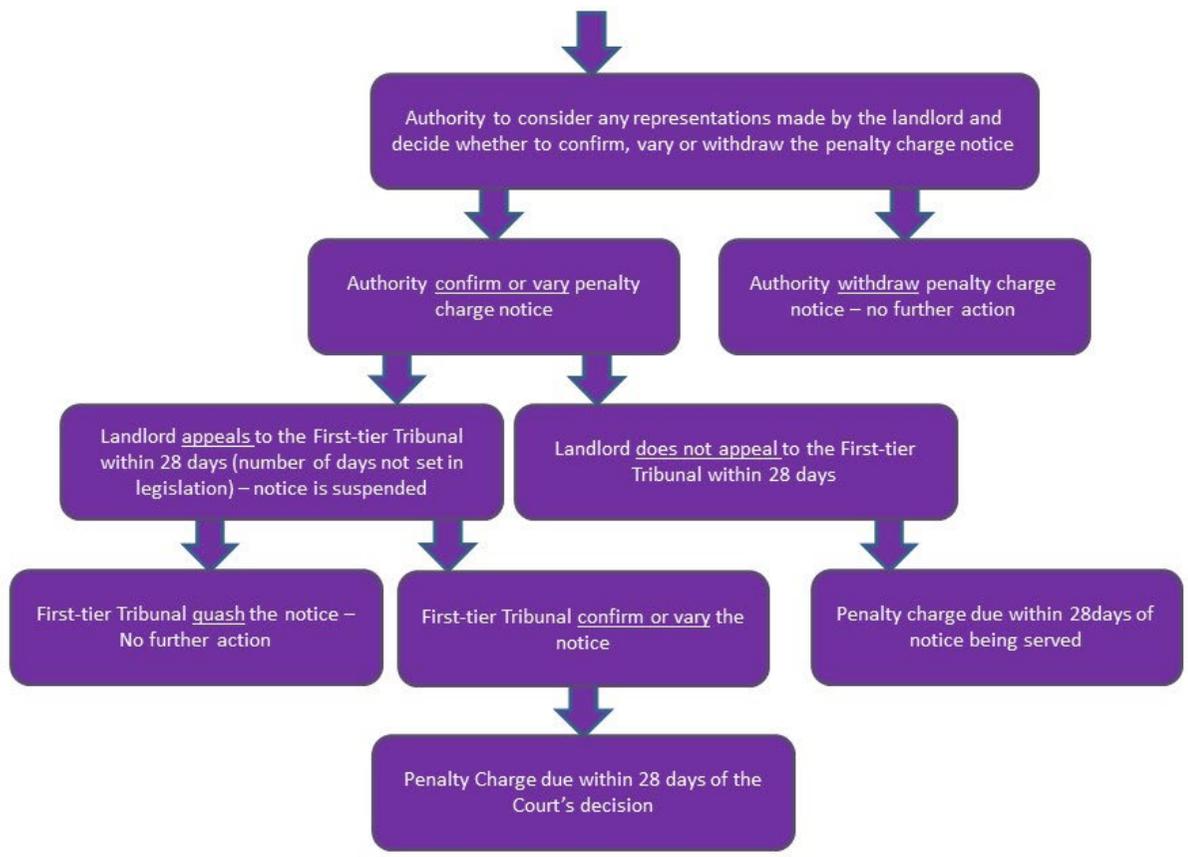
The Authority must serve a remedial notice within 21 days beginning with the day on which the authority decides it has reasonable grounds.

Landlord does not take required action within 28 days on notice being served. A landlord is not to be taken to be in breach of the duty if the landlord can show he, she or it has taken all reasonable steps, other than legal proceedings, to comply with the duty.

Landlord takes required action within 28 days of notice being served

No further action





Housing Enforcement Policy



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Introduction

The aim of this policy is to allow the consistent and fair enforcement of housing legislation to raise standards in the private housing sector within the district of Fenland.

The policy is based around the Regulators' Code which this Authority has adopted. The general principles of good enforcement, which are set out in the council's Corporate Enforcement Policy including Prevention Intervention and Enforcement, are to be adhered to by the council in its housing enforcement activities and when carrying out enforcement we will have regard to all legal requirements which may apply to our actions.

All enforcement decisions and actions will be made having due regard to the provisions of equal rights and anti-discrimination legislation. Local Authorities have extensive powers to intervene where they consider there are breaches of housing and letting legislation.

Enforcement of housing standards is an integral part of meeting the council's statutory duties in relation to Private Sector Housing. This policy applies to all tenures; housing associations (registered providers), private sector landlords, letting agents and owner occupiers; and sets out to undertake its housing enforcement role in a consistent, practical, open, and transparent manner; taking into account the Code of Practice for Crown Prosecutors. This policy sets out the majority of the current regulatory legislation that the Council has at its disposal to use. It is not an exhaustive list, and the council reserves the right to implement the enforcement of other legislation, including any new or revised legislation or regulations, prior to any policy updates.

The fees and charges laid out in the policy will be reviewed on an annual basis as part of the council's fees and charges setting process.

Expectations of Stakeholders

Landlords

The council expects landlords to be aware of their responsibilities and to keep updated with any new or amended legislation/regulations. Where a landlord receives a request for service from a tenant the council expects the landlord to respond in a timely manner and resolve the issues at the earliest opportunity and independent of the council's intervention.

Where a landlord fails to respond, or address their tenants' concerns, the council may intervene to safeguard the tenant's health and safety, and ensuring the landlord complies with their legal duties.

Where the chosen course of action is informal, council officers will advise landlords on how to comply with legislation. The council may ask landlords to respond with their proposal within a reasonable timescale and consideration will be given to any schedule of works.

However, where there is evidence that a landlord has failed to respond to an informal request from either the tenant, or the council officer, or does not progress as per the agreed schedule of works, the council will initiate formal action by either the service of a notice, carrying out works in default and/or prosecution, either via the criminal or civil route.

There may be times where the council identifies properties that require immediate

intervention to protect the health and safety of residents, visitors, or the general public. The council will notify the relevant parties of such intervention within the stipulated legal timeline.

Where remedial works are carried out in default, a legal charge will be registered on the title deeds and attempts to recover the debt(s) will be made via the civil route. Once the debt is cleared the registered charge will be removed.

Tenants

Legislation covering landlord and tenant issues require that tenants notify their landlords of any problems with the property. This is because landlords can only carry out their obligations under the legislation once they have been made aware of the problem. Wherever possible this communication should be done in writing, allowing 14 days for the landlord to respond, as the documentary evidence will be required by the housing enforcement officers at a later date.

In certain situations, tenants will not be required to write to their landlord first, e.g.:

- where the matter appears to present an imminent risk to the health and safety of the occupants,
- where there is a history of harassment/threatened illegal eviction/poor management practice, or
- where the tenant could not, for some other reason, be expected to contact their landlord/managing agent, e.g., a hospital leaver whose property is in poor condition and cannot be discharged

Where no, or an inadequate response from the landlord/agent has been received, it may be deemed appropriate for the council to intervene. The council will advise tenants as to what action it can take and within what timescales.

The council expects tenants to cooperate with the landlord to facilitate the works to be carried out and to advise the council of any remedial work undertaken by the landlord.

The role of the Private Sector Housing team is to ensure house conditions are safe and healthy and **does not** serve to increase applicants' priority on the housing register.

Owners

Other than in exceptional circumstances, the council expects owner-occupiers, including long leaseholders, to take their own action to remedy hazards at their own properties. The Council will decide whether there are exceptional circumstances in a particular case to justify intervention.

Letting Agents

The council expects agents to be aware of their responsibilities and to keep updated with any new or amended legislation/regulations. Where an agent is managing the maintenance contract on behalf of the landlord and receives a request for service from a tenant, the council expects the agent to respond in a timely manner and resolve the issues at the earliest opportunity, independent of the council's intervention.

Where the agent has managing responsibilities and/or has a legal duty to comply with legislation, the council will take appropriate enforcement action in cases of non-compliance and may serve notices on both the landlord and agent where appropriate.

In cases where there is non-compliance, the council will also consider taking prosecution action against the Letting Agent.

Owners of Empty Homes

The council will work with owners of empty homes to bring their properties back into use.

Where properties remain empty for a period of 2 years or more and the owner fails to cooperate with the council, enforcement action, such as Compulsory Purchase Order, Empty Dwelling Management Order, and Enforced Sale, may be considered; particularly where the empty property is having a detrimental impact on the neighbourhood/community.

Housing Act 2004

The Housing Act 2004 is the principal Act covering statutory action delegated to housing authorities in ensuring tenants are afforded safe, warm, and healthy homes. The Act makes provisions about housing conditions, to regulate houses in multiple occupation (HMOs) and certain other residential accommodation.

<https://www.legislation.gov.uk/ukpga/2004/34/contents>

Housing Health & Safety Rating System (HHSRS)

The Housing Act 2004, together with Regulations made under it, prescribes the Housing Health and Safety Rating System (HHSRS) as how Local Housing Officers assess housing conditions and evaluate the potential risks to health and safety from any deficiencies identified in dwellings.

The scores for each hazard are ranked in bands. Hazards falling into bands A to C are more serious and are classed as Category 1. Less serious hazards fall into bands D to J and are classed as Category 2. The council has a duty to remove Category 1 hazard and a power to remove Category 2 hazards.

The score is based on the risk to the potential occupant who is most vulnerable to that hazard. However, in determining what action to take, the council will not only take account the score, but also whether the council has a duty or discretion to act, the views of occupiers, the risk to the current and likely future occupiers/visitors and the presence of other significant hazards in the property.

If a Category 1 hazard is identified, the council has a duty to require the responsible person to remedy the defect. The council has discretionary powers to deal with Category 2 hazards and the most appropriate course of action will be determined on a case-by-case basis. Where an improvement notice is served, the council will require sufficient works to abate the hazard.

Hazard Awareness Notices

Hazard Awareness Notice relating to Category 1 Hazards; section 28

Hazard Awareness Notice relating to Category 2 Hazards; section 29

The above notices are deemed appropriate where a hazard or hazards have been identified but are not necessarily serious enough to take more formal action. These notices serve to draw the responsible person's attention to the need for remedial action. These notices should not be used if the situation is considered serious enough for follow up inspections to be made. This notice is not registered as a land charge and has no appeal procedure.

Improvement Notices

Improvement Notices relating to Category 1 Hazards; section 11

Improvement Notices relating to Category 2 Hazards; section 12

Improvement notices will serve as the most appropriate form of enforcement action where Category 1 and/or Category 2 hazards exist.

Prohibition Orders

Prohibition Orders relating to Category 1 Hazards; section 20

Prohibition Orders relating to Category 2 Hazards; section 21

A prohibition order may be appropriate when conditions present a risk, but remedial action is unreasonable or impractical e.g., where there is inadequate natural light to a room or no protected means of escape in fire. The order may prohibit the use of part or all of a premise for some or all purposes. It may also be used to limit the number of persons occupying the dwelling or prohibit the use of the dwelling by specific groups. In an HMO it can be used to prohibit the use of specified dwelling units.

Suspended Notices & Suspended Prohibition Orders

Suspension of Improvement Notice; section 14

Suspension of Prohibition Order; section 23

These may be suspended where enforcement action can safely be postponed until a specified event or time. This can be a period of time or a change in occupancy. Current occupation and wishes may be considered. These may also be used where there is programmed maintenance. The suspensions must be reviewed at least every 12 months. The advantage of suspending a notice is that there is a record of the Local Housing Authority's involvement, and the situation must then be reviewed. It is also recorded as a land charge.

Emergency Remedial Action, Section 40

When the council is satisfied that a Category 1 hazard exists on any residential premises and is further satisfied that the hazard involves an imminent risk of serious harm to the health and safety of any occupiers or visitors and no Management Order is in force under Chapter 1 or 2 of Part 4 of the Act. Emergency Remedial Action may be taken by the Authority in respect of one or more Category 1 hazards on the same premises or in the same building containing one or more flats. The action will be whatever remedial action the council considers necessary to remove an imminent risk of serious harm.

This is likely where the council considers it is immediately necessary to remove the imminent risk of serious harm, there is no confidence in the integrity of any offer made

by the owner to immediately address the hazard, and the imminent risk of serious harm can be adequately addressed through remedial action to negate the need to use an Emergency Prohibition Order. If this action is taken, a notice will be served within 7 days of taking the Emergency Remedial Action, detailing the premises, the hazard, the deficiency, the nature of the remedial action, the date action was taken, and the rights of appeal.

Emergency Prohibition Orders, Section 43

When the council is satisfied that a Category 1 hazard exists on any residential premises and is further satisfied that the hazard involves an imminent risk of serious harm to the health and safety of any occupiers of those or any other residential premises and no Management Order is in force under Chapter 1 or 2 of Part 4 of the Act, action may be taken by the Authority in respect of one or more Category 1 hazards on the same premises or in the same building containing one or more flats. The order specifies prohibition(s) on the use of part or all of the premises with immediate effect.

This is likely where the imminent risk of serious harm cannot be adequately addressed by emergency remedial action for whatever reason. Where this action is taken the council will, if necessary, take all reasonable steps to help the occupants find other accommodation when the tenants are not able to make their own arrangements.

Demolition Order, Section 46 (Housing Act 2004), Part 9 (Housing Act 1985)

When the council is satisfied that a Category 1 hazard exists in a dwelling or HMO which is not a flat, and a Management Order is not in force, or in the case of a building containing one or more flats where the council is satisfied that a Category 1 hazard exists in one or more of the flats contained in the building or in any common parts of the building, and the circumstances of the case are circumstances specified or described in an Order made by the Secretary of State. At the time of writing this policy, no such order has been made.

Clearance Areas, Section 47 (Housing Act 2004), Part 9 (Housing Act 1985)

This may be declared when the council is satisfied that each of the residential buildings in the area contains a Category 1 hazard and that the other buildings (if any) in the area are dangerous or harmful to the health or safety of the inhabitants of the area, or when the council is satisfied that the residential buildings in an area are dangerous or harmful to the health or safety of the inhabitants of the area as a result of their bad arrangement or the narrowness or bad arrangement of the street and that the other buildings (if any) in the area are dangerous or harmful to the health or safety of the inhabitants of the area.

Statement of Reasons, Section 8

All Notices and Orders will have a Statement of Reason attached to them as appropriate. The Statement should include why one type of enforcement was taken over another. A copy of the Statement must accompany the Notice or Order. Before formal enforcement action is taken regarding a fire hazard in a House of Multiple Occupation, the council will give regard to the memorandum of understanding as agreed with Cambridgeshire Fire & Rescue Service.

Vacated Premises

In cases where properties are subject to a statutory notice and the property is subsequently vacated, all Notices or Orders will be reviewed to consider whether the notices or orders may be varied, suspended, or revoked. The council will seek to deter landlords from undertaking retaliatory eviction and will not consider the removal of tenants a method of achieving compliance with any Notice served, except in overcrowding situations where it was a specific requirement of the notice.

Charging for Notices and Recovery of Costs

Local Authorities can make a charge as a means of recovering reasonable expenses incurred, in accordance with Sections 49 and 50 of the Housing Act 2004, in:

- serving an Improvement Notice (including suspended),
- making a Prohibition Order (including suspended),
- serving a Hazard Awareness Notice,
- taking Emergency Remedial Action,
- making an Emergency Prohibition Order, or
- making a Demolition Order under the Housing Act 2004

In Fenland, the cost for a Housing Act Notice is calculated using an hourly rate charge as published within the council's fees and charges statement which can be located on the council website. In cases where chargeable notices and orders are served, the officer will place a registered charge on the Land Registry deeds, which will remain until the debt has been paid, or the property is sold.

Costs will only be waived in exceptional circumstances, and this decision is at the discretion of the Council

When enforcement costs exceed £500 (as a result of multiple notices having been served), the council will normally exercise its rights and remedies under the Law of Property Act 1925 (c.20) which includes, by deed, having powers of sale and lease or accepting surrenders of leases and of appointing a receiver to recover costs.

When enforcement costs do not exceed £500, the council will seek to recover enforcement costs through the small claims court and will use court remedies such as the use of the court bailiff to recover enforcement costs.

The council will make a charge to cover the cost of carrying out a review of Suspended Improvement Notices or Suspended Prohibition Orders, and for serving a copy of the council's decision on a review and that charge will also be registered as a charge against the property.

Works in Default of a Statutory Notice

The council will consider undertaking Works in Default of a statutory notice, either with or without agreement, subject to the following conditions:

- The person responsible for undertaking the works has not complied with the enforcement notice to which the works relate,
- that reasonable progress is not being made towards compliance with the notice in relation to the hazard.

In most cases the council will seek to recover the costs incurred in undertaking works in default by placing a registered charge on the Land Registry deeds, until the debt has been paid. Where a debt is not paid, the council will use its legal powers to recover such debt, or the debt will be repaid at the point of sale

Powers of entry and power to require information

Councils have the power of entry to properties at any reasonable time to carry out its duties under Section 239 of the Housing Act 2004 provided that the officer has:

- written authority from an appropriate officer stating the particular purpose for which entry is authorised, and
- given 24 hours' notice to the owner (if known) and the occupier (if any) of the premises they intend to enter

No notice is required where entry is to ascertain whether an offence has been committed under:

- sections 72 (offences in relation to licensing of HMOs),
- 95 (offences in relation to licensing of houses), or
- 234(3) (offences in relation to HMO management regulations)

If admission is refused, premises are unoccupied, or any prior warning of entry is likely to defeat the purpose of the entry then a warrant may be granted by a Justice of the Peace upon written application. A warrant under this section includes power to enter by force, if necessary.

Councils also have powers under Section 235 of the Housing Act 2004 to require documentation to be produced in connection with:

- any purpose connected with the exercise of its functions under Parts 1-4 of the Housing Act 2004, and
- investigating whether any offence has been committed under Parts 1-4 of the Housing Act 2004

Councils also have powers under Section 237 of the Housing Act 2004 to use the information obtained pursuant of s.235 and from the Housing Benefit and Council Tax database held by the council to carry out its functions in relation to these parts of the Act.

Empty Homes Legislation

Not only are empty homes a wasted resource, particularly when considered against the need for housing, these long-term vacant dwellings can have an adverse impact on the local community. Some of these effects include community safety issues (e.g., anti-social behaviour and vandalism), unsightliness, environmental issues (e.g., pest and vermin infestations) and reducing the value and ease of sale of neighbouring properties. By bringing empty properties back into use, the following can be achieved:

- Maximise the existing housing resource
- Increase the provision of good quality, affordable housing
- Minimise adverse environmental, social, and local impacts
- Encourage growth, betterment, and investment within communities
- Support other corporate priorities, objectives, and strategies

The Council currently employs an Empty Homes Officer, who focuses on properties which have laid empty the longest. The officer works informally with owners, some of whom have inherited an empty home, and provides a bespoke supportive service, in order to bring the property back into use at the earliest opportunity. Whilst enforcement action, such as Empty Dwelling Management Orders, and Enforced Sales, are legislative tools available to the council, such enforcement action will only be used as a last resort. Non-Statutory Inspection Charges.

Non Statutory Inspections

The Private Sector Housing team will charge for non-statutory inspections. These include inspections relating to fitness of dwellings for immigration purposes and stakeholder requests for advice in relation to their duties under the Housing Act 2004. The cost for this service will be charged in accordance with the council's fees and charges statement. The hourly rate includes salary and associated corporate support costs.

Right to Rent Legislation

Under the Right to Rent, introduced in the Immigration Act 2014, private landlords, including those who sub-let or take in lodgers, must ensure tenants have the appropriate legal status to reside and work in the UK before offering accommodation.

The Housing and Planning Act 2016

Civil Penalties

The Housing & Planning Act 2016 introduced a range of measures to crack down on rogue landlords, including the power for Councils to issue Civil Penalties of up to £30,000 as an alternative to prosecution, for certain specified offences.

This power came into force on 6 April 2017 and was introduced by section 126 and Schedule 9 of the Housing and Planning Act 2016.

Income received from a Civil Penalty can be retained by the local housing authority, provided that it is used to support the local housing authority's statutory functions in relation to their enforcement activities covering the private rented sector.

A civil penalty may be imposed as an alternative to prosecution for the following offences under the Housing Act 2004:

- failure to comply with an Improvement Notice (section 30),
- offences in relation to licensing of Houses in Multiple Occupation (section 72),
- offences in relation to licensing of houses under Part 3 of the Act (section 95),
- offences of contravention of an overcrowding notice (section 139), and
- failure to comply with management regulations in respect of Houses in Multiple Occupation (section 234)

Only one penalty can be imposed in respect of the same offence and a civil penalty can only be imposed as an alternative to prosecution. However, a civil penalty can be issued as an alternative to prosecution for each separate breach of the House in Multiple Occupation management regulations. Section 234(3) of the Housing Act 2004 provides that a person commits an offence if he fails to comply with a regulation. Therefore, each failure to comply with the regulations constitutes a separate offence for which a civil penalty can be imposed.

The same criminal standard of proof is required for a civil penalty as for prosecution. This means that before taking formal action, the Council must satisfy itself that if the case were to be prosecuted in a magistrates' court, there would be a realistic prospect of conviction.

In order to achieve a conviction in the magistrates' court, the Council must be able to demonstrate, beyond reasonable doubt, that an offence has been committed. Therefore, in doing this, Officers will follow the Corporate Enforcement Policy and the Code of Practice for Crown prosecutors.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty, and
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has sufficient evidence of the conduct to which the penalty relates, or at any time when the conduct is continuing.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from when the notice was served.

Where written representations are made, a senior officer, not previously involved with the case, will consider the appeal. This officer will take into account any mitigating factors provided by the appellant, including financial declarations. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- withdraw a notice of intent or final notice,
- reduce the amount specified in a notice of intent or final notice, or
- uphold the original decision to issue the notice of intent

At the end of the 28-day period, the Council will decide whether to impose a penalty and, if so, will set the amount of the penalty. If the decision is made to impose a financial penalty, the council will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

Determining the level of any penalty is detailed later, in the Penalty Structure Chapter.

[See Appendix 2 for a flow chart of the Civil Penalty enforcement process.](#)

Prosecution versus Civil Penalty Notice

The decision to impose a Civil Penalty as opposed to pursuing a traditional prosecution will be determined on a case-by-case basis.

Prosecution may be the most appropriate option where an offence is particularly serious or where the offender has committed similar offences in the past. However, that does not mean civil penalties should not be used in cases where serious offences have been committed. A civil penalty of up to £30,000 can be imposed where a serious offence has been committed and a local housing authority may decide that a significant financial penalty (or penalties if

there have been several breaches), rather than prosecution, is the most appropriate and effective sanction in a particular case.

Where a local housing authority decides to prosecute when a landlord has committed breaches in more than one local housing authority area, it should consider the scope for working together with other local housing authorities.

The following principles will apply to each case to be considered:

- each case will be considered on its own merits and any known mitigating and aggravating circumstances will be considered
- there must be sufficient, reliable evidence to justify the action taken
- the action taken must be in the public interest
- decisions to take enforcement action should always be fair and consistent

Electrical Safety Standards

The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 enables councils to serve financial penalties for breaches of up to £30,000 and came into full force on 1st April 2021.

These new regulations require landlords to have the electrical installations in their properties inspected and tested by a person who is qualified and competent, at an interval of at least every 5 years. Landlords must provide a copy of the electrical safety report to their tenants, and to their local authority if requested. Landlords of privately rented accommodation must:

- ensure national standards for electrical safety are met. These are set out in the latest edition of the 'Wiring Regulations', which are published as British Standard 7671,
- ensure the electrical installations in their rented properties are inspected and tested by a qualified and competent person at an interval of at least every 5 years,
- obtain a report from the person conducting the inspection and test which gives the results and sets a date for the next inspection and test,
- supply a copy of this report to the existing tenant within 28 days of the inspection and test,
- supply a copy of this report to a new tenant before they occupy the premises,
- supply a copy of this report to any prospective tenant within 28 days of receiving a request for the report,
- supply the local authority with a copy of this report within 7 days of receiving a request for a copy,
- retain a copy of the report to give to the inspector and tester who will undertake the next inspection and test,
- where the report shows that remedial or further investigative work is necessary, complete this work within 28 days or any shorter period if specified as necessary in the report, and
- supply written confirmation of the completion of the remedial works from the electrician to the tenant and the local authority within 28 days of completion of the works

The council may impose a financial penalty (or more than one penalty in the event of a

continuing failure) in respect of a breach. Each breach constitutes a separate offence for which a financial penalty can be imposed.

The same criminal standard of proof is required for a financial penalty as for prosecution. Therefore, the Council must be able to demonstrate, beyond reasonable doubt, that the offence has been committed. Therefore, in doing this, Officers will follow the Corporate Enforcement Policy and the Code of Practice for Crown prosecutors.

Determining the level of any penalty is discussed later, in the Penalty Structure Chapter.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty, and
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has sufficient evidence of the conduct to which the penalty relates, or at any time when the conduct is continuing.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when deciding the level of fine.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from the date when the notice was given.

A senior officer, not previously involved, will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- withdraw a notice of intent or final notice,
- reduce the amount specified in a notice of intent or final notice, or
- uphold the original decision to issue the notice of intent

If the decision is made to impose a financial penalty, we will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

See the Appendix 3 for a flow chart of the Financial Penalty enforcement process.

Determining Penalties

In accordance with statutory guidance, the Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the offence.** The more serious the offence, the higher the penalty should be
- **Culpability and track record of the offender.** A higher penalty will be appropriate where the offender has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Landlords are running a business and should be expected to be aware of their legal obligations
- **The harm caused to the tenant.** This is a very important factor when determining the level of penalty. The greater the harm or the potential for harm (this may be as perceived by the tenant), the higher the amount should be when imposing a civil penalty
- **Punishment of the offender.** A civil penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities
- **Deter the offender from repeating the offence.** The ultimate goal is to prevent any further offending and help ensure that the landlord fully complies with all of their legal responsibilities in future. The level of the penalty should therefore be set at a high enough level such that it is likely to deter the offender from repeating the offence
- **Deter others from committing similar offences.** While the fact that someone has received a civil penalty will not be in the public domain, it is possible that other landlords in the local area will become aware through informal channels when someone has received a civil penalty. An important part of deterrence is the realisation that:
 - the local housing authority is proactive in levying civil penalties where the need to do so exists, and
 - that the penalty will be set at a high enough level to both punish the offender and deter repeat offending
- **Remove any financial benefit the offender may have obtained as a result of committing the offence.** The guiding principle here should be to ensure that the offender does not benefit as a result of committing an offence, i.e., it should not be cheaper to offend than to ensure a property is well maintained and properly managed
- **Fairness and proportionality.** The final determination of any civil penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:

- Totality principle. If issuing a civil penalty for more than one breach, or where the agent has already been issued with a penalty, consider whether the total civil penalties are just and proportionate to the breaches.
- Impact of the civil penalty on the agent's ability to comply with the law and whether it is proportionate to their means.
- Impact of the civil penalty on the business – if the fine would be disproportionate to the turnover/scale of the business or would lead to the agent going out of business.

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of financial penalty in any particular case, regards has been given to statutory guidance when producing this policy.

Civil Penalties issued under the Housing Act 2004 and Financial Penalties in relation to The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 have a maximum penalty amount of £30,000.

When issuing penalties, The Council has decided to base the fine structure in line with the principles contained in, Sentencing Council Health and Safety Offences, Corporate Manslaughter and Food Safety and Hygiene Offences Definitive Guideline. The Council believes this to be a fair, relevant, and reasonable model to follow.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION	EXAMPLES
Maximum	Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • Failure to demonstrate compliance or shows a willful refusal to comply with an Improvement Notice where defects are clearly dangerous to the occupants • Breach of a Banning Order • Willful refusal to comply with an overcrowding notice • Failure to comply with HMO management regulations where the conditions are clearly visible as dangerous to the tenants or where a landlord/agent has not made appropriate inspections of the property <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> • Failure to ensure national standards for electrical safety are met. These are set out in the latest edition of the 'Wiring Regulations', which are published as British Standard 7671 • Failure to carry out further investigative or remedial work or completing this work within 28

		days or any shorter period if specified as necessary in the EICR
Very High	Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • Failure to licence an HMO • Failure to demonstrate compliance or shows a willful refusal to comply with an Improvement Notice • Failure to comply with an overcrowding notice within the date required • Failure to comply with HMO management regulations <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> • Failure to ensure all electrical installations in their rented properties are inspected and tested by a qualified and competent person at least every 5 years • Failure to supply the local housing authority with an EICR within 7 days of receiving a written request for a copy where the report is unsatisfactory. • Failure to supply a copy of an EICR to the existing tenant(s) within 28 days of the inspection and test where report is unsatisfactory
High	Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • Demonstrated actions to resolve the hazards highlighted on an Improvement Notice, but the majority of work has not been completed by the date specified on the notice <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> • Failure to obtain an EICR from the person conducting the inspection and test which gives the results and sets a date for the next inspection and test • Failure to supply a copy of an EICR to a new tenant before they occupy the premises • Failure to supply a copy of an EICR to any prospective tenant within 28 days of receiving a request for the report
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • Demonstrated actions to resolve the hazards highlighted on an Improvement Notice, but less than half the work required has been completed by the date specified on the notice <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p>

		<ul style="list-style-type: none"> • Failure to supply the local housing authority with a copy of an EICR within 7 days of receiving a written request for a copy where report is satisfactory • Failure to supply a copy of an EICR to the existing tenant within 28 days of the inspection and test, where the report is satisfactory
Low	Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • The majority of the work required on an Improvement Notice has been completed by the date specified but remedial work is still required before completion <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> • Failure to supply written confirmation of the completion of the further investigative or remedial works from the electrician to the tenant and the local housing authority within 28 days of completion of the works
Minimum	Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • Failure to provide documentation to prove works on an Improvement Notice have been completed satisfactorily <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> • Failure to retain a copy of an EICR to give to the inspector and tester who will undertake the next inspection and test

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm occurring due to the breach, and the severity of that harm. Where the breach of legislation is through the breach of a Banning Order the level of harm shall be considered on a case-by-case basis.

RATING	EXPLANATION	EXAMPLES
High	Serious adverse effect on individual or high risk of adverse effect	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • Category 1 Hazards (A-C) <p>The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020</p> <ul style="list-style-type: none"> • Multiple C1 rating on EICR
Medium	Adverse effects, lesser than above. Medium risk of adverse effect, or low risk but of serious effect. Tenant seriously misled.	<p>The Housing Act 2004</p> <ul style="list-style-type: none"> • High Category 2 Hazards (D-E) <p>The Electrical Safety Standards in the Private Rented Sector (England)</p>

		Regulations 2020 <ul style="list-style-type: none"> • C1 Rating on EICR
Low	Low risk of an adverse effect.	The Housing Act 2004 <ul style="list-style-type: none"> • Low Category 2 Hazards (F-J) The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 <ul style="list-style-type: none"> • C2 Rating(s) on EICR
Negligible	Harm not a consideration in the breach	The Housing Act 2004 <ul style="list-style-type: none"> • Failure to licence an HMO The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 <ul style="list-style-type: none"> • Absence of an EICR • F1 Rating on EICR

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the civil penalty.

CULPABILITY	CLASS OF HARM			
	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMIMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding as below.

1. £1-£500
2. £501-£1,000
3. £1,001-£3,000
4. £3,001-£7,000
5. £7,001-£11,000
6. £11,001-£15,000
7. £15,001-£20,000
8. £20,001-£25,000
9. £25,001-£30,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding.

1. £250
2. £750
3. £2,000

4. £5,000
5. £9,000
6. £13,000
7. £17,500
8. £22,500
9. £27,500

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Rent Repayment Orders

A Rent Repayment Order (RRO) is defined in section 40(2) of the Housing and Planning Act 2016 as an order requiring the landlord under a tenancy of housing to:

- repay an amount of rent paid by a tenant, or
- pay a local housing authority an amount in respect of a relevant award of universal credit paid (to any person) in respect of rent under the tenancy

The reference to universal credit or a relevant award of universal credit includes housing benefit under Part 7 of the Social Security Contributions and Benefits Act 1992 pending its abolition. The Council as the local housing authority has a duty under section 48 of the Housing and Planning Act 2016 to consider applying to the First-tier Tribunal ('the Tribunal') for a Rent Repayment Order in cases where an offence from the list below has been committed.

Offences for which a Rent Repayment Order can be obtained:

- Failure to comply with an Improvement Notice, contrary to section 30(1) of the Housing Act 2004 (served under the Housing Act 2004)
- Failure to comply with a Prohibition Order etc., contrary to section 32(1) of the Housing Act 2004 (served under the Housing Act 2004)
- Being a person having control of or managing a house in multiple occupation (HMO) which is required to be licensed under Part 2 of the Housing Act 2004, but which is not so licensed, contrary to section 72(1) of the Housing Act 2004
- Being a person having control of or managing a house which is required to be licensed under Part 3 of the Housing Act 2004 but is not so licensed, contrary to section 95(1) of the Housing Act 2004
- Using violence to secure entry to a property, contrary to Section 6(1) of the Criminal Law Act 1977
- Illegal eviction or harassment of the occupiers of a property, contrary to section 1(2), (3) or (3A) of the Protection from Eviction Act 1977
- Breach of a banning order made under section 21 of the Housing and Planning Act 2016 (not yet in force but scheduled to be 1 October 2017)

The offences under the Housing Act 2004 must relate to hazards within occupied premises and not common parts only. The offence must have been committed on or after 6th April 2017. A RRO can be applied for whether the landlord has been convicted or not.

Where there has been a conviction, a certificate of conviction will suffice to establish commission of the specified offence. In the absence of a conviction, the Tribunal will need to be satisfied, beyond reasonable doubt, that the landlord committed the specified offence. Officers shall have regard to the Crown Prosecution Service Code for Crown Prosecutors (see [Code for Crown Prosecutors](#)) in order to establish whether there is likely to be sufficient evidence to secure a conviction and therefore to establish the necessary burden of proof to the Tribunal.

In deciding whether to apply for a RRO, the Council must under section 41(4) of the Act have regard to any guidance issued by the Secretary of State (see the DCLG document 'Rent Repayment orders under the Housing and Planning Act 2016 – Guidance for Local Housing Authorities' - [Rent Repayment Orders Guidance](#)).

Council officers may offer advice to tenants who are eligible to claim a RRO in respect of rent paid themselves but, in such cases, the tenant will usually be referred direct to the Citizen's Advice Bureau or other appropriate bodies for further support.

Council officers are granted powers and duties to deliver proportionate and targeted enforcement. It is vital that regulatory resource is used consistently and to best effect by ensuring that resources are targeted on addressing the highest risks. The use of RRO's is only to be used where considered appropriate.

The objective of an application for a Rent Repayment Order is not only to issue a punishment because of non-compliance with the law, but also to deter the offender and others in a similar position from repeat offences.

If a conviction for the offence has been obtained then it is normally expected that a Rent Repayment Order will be pursued where the Council have paid housing benefit, or the housing element of Universal Credit. The Tribunal must, in these cases, order that the maximum amount (12 months) of rent be repaid in these circumstances.

The matrix below should be followed to help determine whether to pursue a RRO and the amount of rent to reclaim:

1.	Has the offender been prosecuted and convicted of a relevant offence in Court?	If yes, make an RRO application. If no go to step 2
2.	Has evidence been obtained from Academy / Benefits to confirm that Housing Benefit has been paid by FDC over the 12 months?	If no – no case for RRO. If yes, proceed to step 3
3.	Does the LA have sufficient evidence to prove 'beyond reasonable doubt' that a relevant offence has been committed? Is the evidence reliable? Is there no credible defense?	If no – case closed, do not pursue. If yes, proceed to step 4
4.	Is it in the public interest to proceed to apply for an RRO? (Consider the level of harm that has been caused)	If no – case closed, do not pursue. If yes, proceed to step 5
5.	Is pursuing an RRO proportionate to the offence?	If no – case closed, do not pursue. If yes, proceed to step 6
6.	Does the offender have any previous convictions?	If yes – proceed to RRO. If

		no, proceed to step 7
7.	Where no previous offence – is the issuing of a RRO likely to deter from future offences?	If yes – proceed to RRO. If no, consider closing and not pursuing
8.	Would the issuing of a RRO cause substantial hardship to the offender, and are there mitigating circumstances to suggest the LA should not proceed?	If yes, complete notes to justify reason not to pursue. If no, proceed to RRO application
9.	Are there any other factors that would indicate the Council should not proceed with the issuing of the RRO?	If yes, complete notes to justify reason not to pursue. If no, proceed to RRO application

If the conclusion is yes to pursue RRO, then the amount to be reclaimed should be determined by considering the factors in the table below.

If the offender has already been convicted of the offence, then the amount shall automatically be determined as 12 months rental income.

If no conviction has been obtained, but the decision has been made to pursue RRO, the factors in the table below should be considered to determine a sum.

The amount of rent to be repaid cannot exceed the actual amount collected. Where the tenant is in receipt of Universal Credit, the formula provided in the DCLG guidance in relation to RROs shall be followed.

Factors to influence amount of RRO:

1.	Punishment of the offender – the RRO should have a real economic impact on the offender and demonstrate consequences of non-compliance with their responsibilities. Consider the conduct of landlord and tenant, financial circumstances of landlord and whether landlord has previous convictions
2.	Deter the offender from repeating the offence – level of RRO must be high enough to deter offender from repeating
3.	Dissuade others from committing similar offences – RRO will be in the public domain. Robust and proportionate use is likely to help others comply with their responsibilities.
4.	Remove any financial benefits that the offender may have obtained resulting from the offence – landlord should be losing the benefits that he has accrued whilst not complying with their responsibilities
5.	Are there any other factors the Council considers should be considered?

Consideration of the above points will determine whether the full amount of rent should be reclaimed or if there are mitigating circumstances, this will depend on the severity of the offence and whether this justifies 12 months of non-payment of rent.

If there are mitigating circumstances, then a deduction should be applied from the full 12 months. The amount payable under a RRO is recoverable as a debt.

Banning Order Offences

The local Authority may apply to the First-tier Tribunal for a Banning Order against a landlord who it has prosecuted for a banning order offence as described in The Housing and Planning Act 2016 (Banning Order Offences) Regulations 2017.

A banning order is an order issued by the First-tier Property Tribunal that bans a landlord from:

- letting housing in England,
- engaging in English letting agency work,
- engaging in English property management work, or
- doing two or more of those things

Breach of a banning order is a criminal offence.

Determining the sanction

Local housing authorities are expected to develop and document their own policy on when to pursue a banning order and should decide which option it wishes to pursue on a case-by-case basis in line with that policy. FDC will pursue a banning order for the most serious offenders where more than one Banning Order Offence has been committed.

The government has issued guidance which details the specific process for making a Banning Order. Fenland District Council will adopt this guidance: [Banning orders for landlords and property agents under the Housing and Planning Act 2016 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697637/Database_of_rogue_landlords_and_property_agents_statutory_guidance.pdf) or any future amended guidance from the government.

Database of Rogue Landlords and Property Agents

[The database is a tool for local housing authorities in England to keep track of rogue landlords and property agents. Users will be able to view all entries on the database, including those made by other local housing authorities. The database can be searched to help keep track of known rogues, especially those operating across council boundaries and will help authorities target their enforcement activities.](https://publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697637/Database_of_rogue_landlords_and_property_agents_statutory_guidance.pdf)

If a court makes a banning order, then Fenland District Council must make an entry in the database of rogue landlords and property agents. An entry may also be made if a person is convicted of a banning order offence committed at the time, they are a residential landlord or property agent, or if two financial penalties have been imposed on a person for such an offence in a 12-month period. The government has published statutory guidance regarding this database.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/697637/Database_of_rogue_landlords_statutory_guidance.pdf

Licensing of Houses in Multiple Occupation

Under the Housing Act 2004 certain types of Houses in Multiple Occupation (HMO) will require a license to operate. A licensable HMO is a building occupied by more than two households as defined in Part 2 of the Housing Act 2004.

This legislation has subsequently been amended, and since October 2018, any HMO which is occupied by 5 persons or more, must be licensed, irrespective of the number of storeys.

The cost of a licence will be charged in accordance with the council's fees and charges statement which can be found on our website.

All HMO's which fall under the definition of s.254 of the Housing Act 2004, irrespective as to whether they require a licence, must comply with The Management of Houses in Multiple Occupation (England) Regulations 2006.

Following licensing, HMOs will be prioritised for assessment under the HHSRS. The owner must deal with all Category 1 hazards within a suitable timescale. If they do not, then the council will use their enforcement powers to improve the property. Applicants will be informed of this requirement when the licence is issued, and information made available to help them identify and deal with Category 1 Hazards.

The council will consider issuing a Temporary Exemption Notice (TEN) where a landlord is, or shortly will be, taking steps to make an HMO non-licensable. A TEN can only be granted for a maximum period of three months. A second three-month TEN can be served in exceptional circumstances. Where a licensable HMO is not licensed, the landlord cannot serve notice to quit upon tenants until the HMO is licensed.

Where a landlord fails to licence an HMO, the council may consider instigating a criminal prosecution or to serve a Civil Penalty.

Where there is no prospect of an HMO being licensed, the act requires that the council use its interim management powers. This enables the council to take over the management of an HMO and become responsible for running the property and collecting rent for up to a year. In extreme cases this can be extended to five years, with the council also having the power to grant tenancies.

If the council finds that there has been a change of circumstances in an HMO since it was licensed, it has the power to vary the licence. If there is a serious breach or are repeated breaches of the license conditions or the licensee or manager are no longer fit and proper persons, the licence can be revoked.

The licence can also be revoked if the property is no longer a licensable HMO or if the condition of the property means it would not be licensable were an application to be made at the later time.

Management Orders

Management Orders effectively mean that the council (or its Agent) takes over the running of the property as if it were the landlord, including collecting rents, creating tenancies, carrying out repairs and other management matters; the duties vary between the different orders that can be made. This does not affect the ownership of the property; the owner retains certain rights depending on the type of order including ~~part~~ of surplus rental income. Relevant costs are recoverable.

There are two forms of management order: an interim MO which last for a maximum of 12 months, and a final MO which can last for up to 5 years.

Where a property is subject to licensing but there are no reasonable prospects of it being licensed in the near future or a management order is necessary to protect the health, safety and welfare of persons affected by the condition of the property, the council must make a MO. A threat to evict persons occupying a house to avoid licensing may be regarded as a threat to the welfare of those persons. There are other prescribed circumstances which require the council to make a MO.

The council may apply to a RPT for a MO for an HMO not subject to licensing where it is considered necessary to protect the health, safety and welfare of persons affected by the conditions.

A Final Management Order (FMO) lasts for no longer than 5 years and must be made on expiry of the IMO where a licence cannot be granted. When a FMO expires a new one may be made if necessary.

A Special Interim Management Order (SIMO) is an Order authorised after a successful application to a First-tier Tribunal where circumstances fall within a category of circumstances prescribed by the national authority, and it is necessary to protect the health, safety and welfare of occupants, visitors, or neighbours. A FMO can follow a SIMO to protect persons on a long-term basis as described in the Order.

An Interim Empty Dwelling Management Order (interim EDMO) is an Order authorised after a successful application to a First-tier Tribunal. The dwelling must have been wholly unoccupied for at least two years and there is no reasonable prospect that the dwelling will become occupied in the near future. An interim EDMO enables the council to take steps to ensure, with the consent of the proprietor, an empty dwelling becomes occupied. An interim EDMO lasts no longer than 12 months.

A Final Empty Dwelling Management Order (Final EDMO) may replace an Interim EDMO if the council feels that unless a Final EDMO is in place the dwelling will become or remain empty. Where the dwelling is already unoccupied the council must have taken all appropriate steps under the interim EDMO with a view to ensuring the dwelling becomes occupied. A final EDMO lasts for 7 years; once a Final EDMO expires a new one may be made if necessary. Orders can be varied or revoked in accordance with the provisions of Part 4 of the Act.

The council is under a duty to issue Interim and Final Management Orders where necessary. Officers will instigate this action where necessary but as a last resort.

The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019

As of the 1st of April 2019, the Tenant Fees Act 2019 amended the Housing and Planning Act 2016 and made it a requirement that property agents in the private rented sector holding client money obtain membership from a government approved or designated client money protection scheme.

The purpose was to give landlords and tenants confidence that their money is safe when handled by agents. The Client Money Protection (CMP) schemes enable landlords and tenants alike to be compensated if their money is not repaid.

In addition, there is also the requirement to be transparent. This requires:

- a letting agent must display its membership certificate at each of its premises in a place where it will be clearly visible to clients
- publish a copy of the certificate on their website where applicable
- produce a copy of the certificate to any person who may reasonably require it, free of charge
- a regulated property agent must notify all of its clients within 14 days should a CMP scheme membership be revoked
- a regulated property agent must notify all of its clients within 14 days should it change membership schemes and provide the name and address of the new scheme

Breaches of the requirement to belong to a scheme are liable to a financial penalty to a maximum of £30,000 (Regulation 3). Transparency requirements are liable to a maximum of £5,000 (Regulation 4).

Fenland District Council may also impose a penalty on an agent in another district. Should this be the case then Fenland District Council must inform the other local authority of its intention to do so. The other local authority then has no duty or capacity to enforce the regulations in relation to this breach.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty, and
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has evidenced a breach, or at any time when the conduct is continuing.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a financial penalty within 28 days from the date when the notice was given.

A senior officer, not previously involved in the case, will consider the case after the 28 days.

This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- decide whether to impose a financial penalty on the property agent,
- if it is decided to do so, decide the amount of the penalty, or
- withdraw a penalty

If the decision is made to impose a financial penalty, we will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn. Appeals can be made to the First-tier Tribunal against:

- the decision to impose a penalty, or
- the amount of the penalty

Fenland District Council may at any time withdraw a notice of intent or final notice; or reduce the amount specified in a notice of intent or final notice.

Any financial penalties received by the council may be used to meet the costs and expenses (whether administrative or legal) incurred in, or associated with, carrying out any of its enforcement functions in relation to the private rented sector.

Determining Penalties

In accordance with statutory guidance, the Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the breach** - the more serious the breach, the higher the penalty should be. This should include considering:
 - The track record of the agent – a higher penalty will be appropriate where the agent has a history of failing to comply with their obligations and/or their actions were deliberate, and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Agents are running a business and should be expected to be aware of their legal obligations; and
 - Harm caused to the tenant or landlord – the greater the harm, the greater the

amount should be when imposing a financial penalty.

- **Deterring agents from breaching the Requirement Regulations 2019** - Breaching the legal requirements of mandatory client money protection is not a criminal offence therefore agents cannot be prosecuted for non-compliance. In light of this while the financial penalty should be proportionate and reflect both the severity of the breach and previous track record of the agent, it is important that it is set at a high enough level to ensure that it has a real economic impact on the agent and demonstrates the consequences of not complying with legal obligations. This should include considering:
 - Deterring the agent from repeating the breach.
 - Deterring others from committing similar breach, and
 - Removing any financial benefit, the agent may have obtained because of committing the breach.
- **Aggravating and mitigating factors** - In order to determine the financial penalty, the enforcement authority should consider whether there are any aggravating factors and/or mitigating factors in each case.
- **Fairness and proportionality.** The final determination of any financial penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a financial penalty for more than one breach, or where the agent has already been issued with a penalty, consider whether the total financial penalties are just and proportionate to the breaches.
 - Impact of the financial penalty on the agent's ability to comply with the law and whether it is proportionate to their means.
 - Impact of the financial penalty on the business – if the fine would be disproportionate to the turnover/scale of the business or would lead to the agent going out of business.

A record of each decision and the reason for determining the financial penalty must be made by the enforcement authority.

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of financial penalty in any particular case, regards has been given to statutory guidance when producing this policy.

Financial Penalties issued under The Client Money Protection Schemes for Property Agents (Requirement to Belong to a Scheme etc.) Regulations 2019 have a maximum penalty amount of £30,000 for the breach of the requirement to belong to a client money protection scheme (Regulation 3) and a maximum of £5,000 for breaching the transparency requirements (Regulation 4).

When issuing penalties, The Council has based the fine structure in line with the lead authority and the national approach to promote consistency, alongside local priorities.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION
Maximum	Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful
Very High	Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.
High	Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit
Low	Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion
Minimum	Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm, occurring due to the breach, and the severity of that harm.

RATING	EXPLANATION
High	<p>High likelihood of harm</p> <ul style="list-style-type: none"> • Serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord's or Agent's business, or • High risk of an adverse effect on individual(s) – including where persons are vulnerable
Medium	<p>Medium likelihood of harm</p> <ul style="list-style-type: none"> • Adverse effect on individual(s) (not amounting to Category 1) • Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect. • Tenants and/or legitimate landlords or agents substantially undermined by the conduct. • The Council's work as a regulator is inhibited • Tenant or prospective tenant misled
Low	<p>Low likelihood of harm</p> <ul style="list-style-type: none"> • Low risk of an adverse effect on actual or prospective tenants. • Public misled but little or no risk of actual adverse effect on individual(s)
Negligible	<p>Negligible likelihood of harm</p> <ul style="list-style-type: none"> • Harm not a consideration in the breach

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the financial penalty.

	CLASS OF HARM			
CULPABILITY	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6

VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMIMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding as below for breaches of the transparency requirements (Regulation 4).

1. £1-£83
2. £84-£166
3. £167-£500
4. £501-£1,166
5. £1,167-£1,833
6. £1,834-£2,500
7. £2,501-£3,333
8. £3,334-£4,166
9. £4,167-£5,000

And from the following list for the breach of the requirement to belong to a client money protection scheme (Regulation 3)

1. £1-£500
2. £501-£1,000
3. £1,001-£3,000
4. £3,001-£7,000
5. £7,001-£11,000
6. £11,001-£15,000
7. £15,001-£20,000
8. £20,001-£25,000
9. £25,001-£30,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding. As below for breaches of transparency requirements.

1. £42
2. £125
3. £333
4. £833
5. £1,500
6. £2,167
7. £2,917
8. £3,750
9. £4,583

And from the following list for the breach of the requirement to belong to a client money protection scheme.

1. £250
2. £750
3. £2,000
4. £5,000

5. £9,000
6. £13,000
7. £17,500
8. £22,500
9. £27,500

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Energy Act 2011

The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007

Cambridgeshire County Council (CCC) has ratified their decision to delegate their enforcement powers of this legislation to all local district authorities within Cambridgeshire as local Private Sector Housing Officers are better placed to engage with landlords and to assess such breaches more effectively. This means that, if upon engagement with a landlord or agent, it is determined there is no Energy Performance Certificate (EPC) then the Council can serve a fixed penalty notice. CCC has confirmed that FDC can keep any income from the fixed penalty notice.

These regulations stipulate the following requirements in relation to Energy Performance Certificates (EPCs) and rented properties:

- The relevant person shall make available free of charge a valid energy performance certificate to any prospective buyer or tenant
 - at the earliest opportunity; and
 - in any event before entering into a contract to sell or rent out the building or, if sooner, no later than whichever is the earlier of— (i) in the case of a person who requests information about the building, the time at which the relevant person first makes available any information in writing about the building to the person; or (ii) in the case of a person who makes a request to view the building, the time at which the person views the building.
- The relevant person must ensure that a valid energy performance certificate has been given free of charge to the person who ultimately becomes the buyer or tenant
- The person giving the particulars must ensure that:
 - the particulars include the asset rating of the building expressed in the way required by regulation 11(1)(a); or
 - a copy of an energy performance certificate for the building is attached to the particulars.

- Where a relevant person is under a duty under regulation 5(2), 5(5) or 9(2) to make available or give an energy performance certificate to any person, the certificate must be accompanied by a recommendation report
- A recommendation report is a report containing recommendations for the improvement of the energy performance of the building issued by the energy assessor who issued the energy performance certificate
- It is the duty of a person subject to such a requirement to produce documents within the period of seven days beginning with the day after that on which it is imposed

Breaches of the above are liable to a Penalty Charge Notice of £200.

Landlords can request a review of any Penalty Charge Notice where they consider they can demonstrate they took all reasonable steps and exercised all due diligence to avoid breaching the duty.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

Where a landlord is unsuccessful with the review, they can appeal the decision to the County Court provided this is within 28 days beginning with the day after the notice was served or a review decision. Appeals can be made on the grounds of:

- that the recipient did not commit the breach of duty specified in the penalty charge notice,
- that the notice was not given within the time allowed by regulation 40(2) or does not comply with any other requirement imposed by these Regulations, or
- that in the circumstances of the case it was inappropriate for the notice to be given to the recipient

See Appendix 4 for a flow chart of the Penalty Charge enforcement process.

The Minimum Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

As of the 1st April 2020 any rental property with an EPC rating below an E, therefore any F or G, is deemed sub-standard, and as such, any landlord that rents property with such a low EPC rating, is in breach of the regulations unless it is included on the PRS exemption register.

Where the council considers a landlord appears to be renting out a property, or to have been at any time within the 12 months preceding shall serve a Compliance Notice requesting:

- the energy performance certificate for the property which was valid at the time the property was let,
- any other energy performance certificate for the property in the landlord's possession,
- any current tenancy agreement under which the property is let,
- any qualifying assessment in relation to the property,

- any other document which the enforcement authority considers necessary to enable it to carry out its functions under this Part, and
- may request landlord to register copies of any of them on the PRS Exemptions Register

The council can choose to serve a Penalty Notice where a landlord:

- rents out a sub-standard property, unless one or more exemptions apply,
- has registered false or misleading information when registering information on the PRS Exemptions Register, or
- does not comply with a compliance notice

Penalties vary dependent on the breach for example maximum fines available are as follows:

- for letting a sub-standard property for less than 3 months - £2,000
- for letting a sub-standard property for 3 months or greater - £4,000
- false or misleading information is provided - £1,000
- failure to comply with a compliance notice - £2,000

Where a landlord violates one of the first two listed breaches above and either, or both of the last two, then the total of the financial penalty must not be greater than £5,000.

Where a financial penalty is imposed the local authority is at liberty to publicise any of the following information onto the PRS exemption Register for a minimum of 12 months:

- landlords name,
- details of the breach of these Regulations in respect of which the penalty notice has been issued,
- the address of the property in relation to which the breach has occurred, and
- the amount of any financial penalty imposed

Penalty Notices will include any actions required to remedy the breach(es).

The level of the penalty shall be calculated by working from a starting point at 75% of the maximum fine and aggravating or mitigating factors (Appendix 1) will be used to increase or reduce that fine accordingly.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

Where a Penalty Notice is served, then a landlord has one month to request a review of the notice. Where a review is requested, the council must:

- consider any representations made by the landlord and all other circumstances of the case,
- confirm or withdraw the penalty notice, and
- serve notice of its decision to the landlord

Where the council:

- ceases to be satisfied that the landlord committed the breach specified in the penalty notice,
- is satisfied that the landlord took all reasonable steps and exercised all due diligence to avoid committing the breach specified in the penalty notice, or
- decides that in the circumstances of the case it was not appropriate for a penalty notice to be served on the landlord,

then the council shall serve a withdrawing of the penalty notice.

If, after a review the Penalty Notice is confirmed, then a landlord can appeal to the First-tier Tribunal on the grounds that:

- the issue of the penalty notice was based on an error of fact,
- the issue of the penalty notice was based on an error of law,
- the penalty notice does not comply with a requirement imposed by these Regulations, or
- in the circumstances of the case, it was inappropriate for the penalty notice to be served on the landlord

Where a landlord fails to take the action required by a penalty notice within the period specified in that penalty notice, the enforcement authority may issue a further penalty notice.

[See Appendix 5 for a flow chart of the Penalty Notice enforcement process.](#)

Energy Act 2013

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015

These regulations were introduced to ensure that private sector landlords install and maintain at least one smoke alarm on every storey of their rented properties and a carbon monoxide alarm in any room containing a solid fuel burning appliance (e.g., a coal fire or wood burning stove).

It also makes it the landlords' responsibility to ensure that the alarms are in working order at the start of each new tenancy. In addition, the regulations amend the conditions which must be included in an HMO licence under Part 2 or 3 of the Housing Act 2004 ("the 2004 Act") in respect of smoke and carbon monoxide alarms.

The enforcement authorities (local authorities) are required to issue a remedial notice where they have reasonable grounds to believe a landlord has not complied with one or more of the requirements of the regulations.

The landlord must comply with the notice within 28 days. If they do not, the local authority must carry out the remedial action (where the occupier consents) to ensure the requirements in the regulations are met and can issue a penalty charge of up to £5,000. Penalty charges for non-compliance are as follows:

	Maximum	Starting Point
First Offence	£3,000	£1,500
Repeat Offence	£5,000	£4,000

In determining the level of the penalty charge notice the Council has considered the likely costs it will incur, and the amount required sufficient to provide a deterrent to non-compliance. Increasing the fine for a repeat offence reflects the seriousness of the offence and is designed to deter repeat offending. The penalty charge will be started at the amount listed in the table above and then any mitigating factors will be taken into consideration in setting the penalty charge notice amount. Factors to be considered are listed in Appendix 1.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

While these charges are set as standard, a landlord may seek to review a penalty charge notice within 28 days by service of notice on the Council. A senior officer not directly involved in the service of the original notice will carry out this review. The reviewing officer will consider the representations made by the landlord and decide whether to confirm, vary or withdraw the penalty charge notice.

The reviewing officer will have regard to the amount required for the Council to recover its

costs and that the Council has considered and agreed a level of fine that it considers is sufficient to provide a deterrent to non-compliance. After reviewing the penalty charge notice the reviewing officer will inform the landlord by service of notice of their decision.

The reviewing officer will have regard to the amount required for the Council to recover its costs and that the Council has considered and agreed a level of fine that it considers is sufficient to provide a deterrent to non-compliance. After reviewing the penalty charge notice the reviewing officer will inform the landlord by service of notice of their decision.

The Landlord or Agent can appeal to the Residential Property Tribunal.

[See Appendix 6 for a flow chart of the Penalty Charge enforcement process.](#)

Protection from Eviction Act 1977

The above act provides protection to tenants by making it a criminal offence for a landlord to use unreasonable behaviour resulting in making the tenant feel uncomfortable, distressed or ultimately forcing them to leave their home. Some landlords believe they have the right to enter and control the way the tenant lives. However, landlords must be aware that, when they rent a property to a single household, they 'part with possession' of that property and have to conduct their management of the tenancy in line with housing legislation. If a landlord doesn't comply with legislation their actions could be construed as harassment or illegal eviction. Examples of such behaviour could be:

- changing the locks without ending the tenancy via the due legal process
- entering their tenants' home without permission
- using unreasonable behaviour which makes a tenant feel uncomfortable
- preventing tenants from using the basic services, such as water, electric & gas

The above list is not exhaustive, and each case will be assessed on its own merits. Where an officer receives an allegation of harassment or illegal eviction, an investigation will be carried out. If there is sufficient and reliable evidence that an offence may have occurred pursuant of the Protection from Eviction Act the case will be referred to the council's legal department recommending a criminal prosecution. Upon summary conviction, a landlord will be liable to a fine of up to £5k and/or a prison sentence. Where on conviction on indictment, a fine and/or imprisonment for a term not exceeding 2 years can be imposed.

More information can be found at:

[Private renting for tenants: evictions: Harassment and illegal evictions - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

[Protection from Eviction Act 1977 \(legislation.gov.uk\)](http://legislation.gov.uk)

A landlord does not have to provide 24hr notice of entry to access **communal areas** of a House in Multiple Occupation. Therefore, this would not generally be deemed as harassment.

Enterprise and Regulatory Reform Act 2013

The Act provides directions on imposing sanctions for breaches of sections 83 and 84 in relation to membership of Redress Schemes.

The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc) (England) Order 2014

This order requires letting agents and property managers to be members of an approved or designated Redress Scheme so that members can be investigated when complaints are made against them in connection with that work.

Where a letting agent or property manager is found not to be a member of a scheme then a monetary penalty can be imposed to a maximum of £5,000.

The Council will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a monetary penalty. This will set out:

- The reasons for imposing the monetary penalty,
- The amount of the penalty,
- Information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has evidenced a breach.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

A person who is given a notice of intent may make written representations to the Council about the intention to impose a monetary penalty within 28 days from the date when the notice was given.

A senior officer, not previously involved, will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- Decide whether to impose a monetary penalty on the property agent,
- If it is decided to do so, decide the amount of the penalty, and
- Withdraw a penalty

If the decision is made to impose a financial penalty, the council will issue the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the reasons for imposing the monetary penalty,
- information about the amount to be paid,
- information about how the payment may be made,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

Appeals can be made to the First-tier Tribunal against:

- the decision to impose a monetary penalty was based on an error of fact,
- the decision was wrong in law,
- the amount of the monetary penalty is unreasonable,
- the decision was unreasonable for any other reason

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

Fenland District Council may at any time withdraw a notice of intent or final notice; or reduce the amount specified in a notice of intent or final notice.

Sums received by an enforcement authority under a monetary penalty may be used by the authority for any of its functions.

Determining Penalties

The Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the breach** - the more serious the breach, the higher the penalty should be. This should include considering:
 - The track record of the agent – a higher penalty will be appropriate where the agent has a history of failing to comply with their obligations and/or their actions were deliberate, and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Agents are running a business and should be expected to be aware of their legal obligations; and
 - Harm caused to the tenant or landlord – the greater the harm, the greater the amount should be when imposing a financial penalty.
- **Deterring agents from breaching the Requirement Regulations 2014** - Breaching the legal requirements of mandatory redress schemes is not a criminal offence therefore agents cannot be prosecuted for non-compliance. In light of this while the monetary penalty should be proportionate and reflect both the severity of the breach and previous track record of the agent, it is important that it is set at a high enough level to ensure that it has a real economic impact on the agent and demonstrates the consequences of not complying with legal obligations. This should include considering:
 - Deterring the agent from repeating the breach,
 - Deterring others from committing similar breach, and
 - Removing any financial benefit, the agent may have obtained because of committing the breach.
- **Aggravating and mitigating factors** - In order to determine the monetary penalty,

the enforcement authority should consider whether there are any aggravating factors and/or mitigating factors in each case.

- **Fairness and proportionality.** The final determination of any financial penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a financial penalty for more than one breach, or where the agent has already been issued with a penalty, consider whether the total monetary penalties are just and proportionate to the breaches.
 - Impact of the monetary penalty on the agent's ability to comply with the law and whether it is proportionate to their means.
 - Impact of the monetary penalty on the business – if the fine would be disproportionate to the turnover/scale of the business or would lead to the agent going out of business.

A record of each decision and the reason for determining the monetary penalty must be made by the enforcement authority.

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of the monetary penalty in any particular case, regards has been given to statutory guidance when producing this policy.

Monetary Penalties issued under The Redress Schemes for Lettings Agency Work and Property Management Work (Requirement to Belong to a Scheme etc.) (England) Order 2014 have a maximum penalty amount of £5,000.

When issuing penalties, The Council has based the fine structure in line with the lead authority and the national approach to promote consistency, alongside local priorities.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION
Maximum	Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful
Very High	Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.
High	Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit
Low	Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion
Minimum	Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm occurring due to the breach, and the severity of that harm.

RATING	EXPLANATION
High	<p>High likelihood of harm</p> <ul style="list-style-type: none"> • Serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord's or Agent's business, or • High risk of an adverse effect on individual(s) – including where persons are vulnerable
Medium	<p>Medium likelihood of harm</p> <ul style="list-style-type: none"> • Adverse effect on individual(s) (not amounting to Category 1) • Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect. • Tenants and/or legitimate landlords or agents substantially undermined by the conduct. • The Council's work as a regulator is inhibited • Tenant or prospective tenant misled
Low	<p>Low likelihood of harm</p> <ul style="list-style-type: none"> • Low risk of an adverse effect on actual or prospective tenants. • Public misled but little or no risk of actual adverse effect on individual(s)
Negligible	<p>Negligible likelihood of harm</p> <ul style="list-style-type: none"> • Harm not a consideration in the breach

Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the financial penalty.

CULPABILITY	CLASS OF HARM			
	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMIMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding.

1. £1-£83
2. £84-£166
3. £167-£500
4. £501-£1,166
5. £1,167-£1,833
6. £1,834-£2,500
7. £2,501-£3,333
8. £3,334-£4,166
9. £4,167-£5,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding.

1. £42
2. £125
3. £333
4. £833
5. £1,500
6. £2,167
7. £2,917
8. £3,750
9. £4,583

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Tenant Fees Act 2019

As of the 1st of June 2020, The Act dictates that landlords or agents will no longer be able to require tenants in the private rented sector in England, or any persons acting on behalf of a tenant or guaranteeing the rent, to make payments in connection with a tenancy, excluding:

- rent, provided no earlier period is financially more than any later period
- tenancy deposit to a maximum of 5 weeks' rent where the rent is less than £50,000 per annum and 6 weeks' rent where the rent is £50,000 or higher
- refundable holding deposit to a maximum of 1 weeks rent
- payment in the event of a default which applies to the reasonable costs due to a loss of a key or the late payment of rent by over 14 days, provided it is not greater than the aggregate of the amounts found by applying, in relation to each day after the due date for which the rent remains unpaid, an annual percentage rate of 3% above the Bank of England base rate to the amount of rent that remains unpaid at the end of that day
- payment of damages for breach of a tenancy agreement or an agreement between a letting agent and a relevant person
- payment on variation, assignment, or novation of a tenancy, when requested by a tenant, to a maximum of £50 or reasonable costs incurred if higher
- payment on termination of a tenancy to a maximum of the loss suffered by the landlord as a result of the termination of the tenancy
- payment in respect of council tax
- payment in respect of utilities, etc
- payment in respect of a television licence
- payment in respect of communication services to a maximum of the reasonable costs incurred by the landlord for or in connection with the provision of the service

As of the 1st of June 2020, The Act applies to Assured Shorthold Tenancies (ASTs), student accommodation and licenses to occupy housing (HMOs), in England only. The Act also applies to housing associations and local authorities, where they are letting an AST in the private rented sector.

Where an unlawful fee has been charged there is a maximum penalty of £5,000 for a first offence which is deemed a civil offence. Where a further breach is made within 5 years this constitutes a criminal offence but financial penalties of up to £30,000 can be issued as an alternative to prosecution.

In addition, the Act also dictates how holding fees should be treated. Holding deposits are to be held for up to 14 days from when paid or until a date agreed by the landlord/agent and tenant in writing. Where there is no separate agreement in writing deposits must be returned on the 15th day. The holding deposit is also required to be paid within 7 days from when a tenancy agreement is entered, the day the landlord decides not to enter into a tenancy agreement or where the landlord and tenant fail to enter into an agreement before the deadline for an agreement.

When making the decision whether to prosecute or not the following may be considered:

- history of non-compliance
- severity of the breach
- deliberate concealment of activity or evidence
- knowingly or recklessly supplying false or misleading evidence

- intent of the landlord/agent, individually and/or corporate body
- attitude of the landlord/agent
- deterrent effect of a prosecution on the landlord/agent and others
- extent of financial gain as result of the breach

Where a holding deposit is unlawfully retained, this civil breach can be served with a financial penalty. Enforcement authorities will be able to retain the money raised through financial penalties with this money reserved for future housing enforcement in the private rented sector. Each request for a prohibited payment is a breach. For example, the following would be considered multiple breaches:

- an agent/landlord charging different tenants under different tenancy agreements prohibited fees
- an agent/landlord charging one tenant multiple prohibited fees for different services at different times
- an agent/landlord charging one tenant multiple prohibited fees for different services at the same time
- an agent/landlord charging one tenant one total prohibited fee which is made up of different separate prohibited requirements to make a payment, e.g., £200 requested for arranging the tenancy and doing a reference check would represent multiple breaches

Where an agent or landlord is being fined for multiple breaches at once and they have not previously been fined, the financial penalty for each of these breaches is limited to up to £5,000 each. The Act provides that the period of five years (in which a second breach could occur) begins on the day on which the relevant penalty was imposed, or the person was convicted. The date on which the penalty is imposed is the date specified in the final notice.

Fenland District Council may enforce this Act, however, local weights and measures authority in England have a duty to enforce in its area. For Fenland this would be Cambridgeshire County Council.

The lead enforcement authority, Bristol City Council, can also enforce the Act and will do so when breaches are reported directly to them.

Where Fenland District Council chooses to enforce this legislation, they will issue the person deemed to have committed a relevant offence a notice of its proposal ('notice of intent') to impose a financial penalty. This will set out:

- the date the notice was served,
- the amount of the proposed financial penalty,
- the reasons for proposing to impose the penalty,
- information about the right of the landlord to make representations

The notice of intent must be given no later than 6 months after the Council has evidenced a breach.

The Council shall ask to be provided any financial information that they feel shall influence the defendant's ability to pay a fine. This will be taken into consideration if it appears reliable. If no information is provided, then the Council will consider any information known to them regarding the offender and consider this when making a decision regarding the level of fine.

A person who is given a notice of intent may make written representations to the Council

about the intention to impose a financial penalty within 28 days from the date when the notice was given.

A senior officer not previously involved will consider the case after the 28 days. This will usually be the Head of Housing and Community Support or another relevant officer at least at this level within the Council's structure. The decision of the senior officer will set out their reasons for making their decision clearly and the following options will be available to them:

- Decide whether to impose a financial penalty on the person, and
- If it decides to do so, decide the amount of the financial penalty

If the decision is made to impose a financial penalty, the council will give the person a final notice requiring that the penalty is paid within 28 days. The final notice will include the following information:

- the date the final notice is served,
- the amount of the financial penalty,
- the reasons for imposing the penalty,
- information about how to pay the penalty,
- the period for payment of the penalty (28 days),
- information about rights of appeal, and
- the consequences of failure to comply with the notice

A person who receives a final notice may appeal, within 28 days to the First-tier Tribunal (Property Chamber) against:

- the decision to impose a penalty, or
- the amount of the penalty

In these circumstances, the final notice is suspended until the appeal is determined or withdrawn.

Fenland District Council may at any time withdraw a notice of intent or final notice; reduce the amount specified in a notice of intent or final notice; or amend a notice of intent or final notice to remove the requirement to pay an amount which the authority required to be paid, which includes:

- any part or all of any prohibited payment to the relevant person,
- an amount which does not exceed the amount of the payment or (as the case may be) the aggregate amount of the payments that the relevant person has made,
- any part or all of any holding deposit to the relevant person, or
- any amount, the authority may have required the landlord or letting agent to pay in interest on that amount

Any financial penalties under this act can be used towards meeting the costs and expenses (whether administrative or legal) incurred in, or associated with, carrying out any of its enforcement functions under this Act or otherwise in relation to the private rented sector.

Determining Penalties

In accordance with statutory guidance, the Council will consider the following factors to help ensure that any penalty is set at an appropriate level:

- **Severity of the breach.** - the more serious the breach, the higher the penalty should be. This should include considering:
 - the track record of the landlord or agent – a higher penalty will be appropriate where the landlord or agent has a history of failing to comply with their obligations and/or their actions were deliberate and/or they knew, or ought to have known, that they were in breach of their legal responsibilities. Agents and landlords are running a business and should be expected to be aware of their legal obligations; and
 - harm caused to the tenant - the greater the harm, the greater the amount should be when imposing a financial penalty.

- **Punishment of the landlord or agent.** A financial penalty should not be regarded as an easy or lesser option compared to prosecution. While the penalty should be proportionate and reflect both the severity of the breach and previous track record of the offender, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the landlord or agent and demonstrates the consequences of not complying with their legal obligations. This should include considering:
 - Deterring the landlord or agent from repeating the breach,
 - Deterring others from committing similar breaches, and
 - Remove any financial benefit the landlord or agent may have obtained because of committing the breach.

- **Aggravating and mitigating factors.** In order to determine the financial penalty, the enforcement authority should consider whether there are any aggravating and/or mitigating factors in each case.

- **Fairness and proportionality.** The final determination of any financial penalty should be considered alongside the general principle that a penalty should be fair and proportionate but, in all instances, act as a deterrent and remove any gain as a result of the breach. Factors to consider include:
 - Totality principle. If issuing a financial penalty for more than one breach, or where the landlord or agent has already been issued with a penalty, consider whether the total financial penalties are just and proportionate to the breaches. Where the landlord or agent is issued with more than one financial penalty, the enforcement authority should consider the guidance 'Offences Taken into Consideration and Totality by the Sentencing Council for England and Wales'.
 - Impact of the financial penalty on the landlord or agent's ability to comply with the law and whether it is proportionate to their means (e.g., risk of loss of home)
 - Impact of the financial penalty on third parties (e.g., employment of staff or other customers)

A record of each decision and the reason for determining the financial penalty must be made by the enforcement authority

Penalty Structures

Although the Council has a wide discretion in determining the appropriate level of financial penalty in any particular case, regards has been given to statutory guidance when producing

this policy.

Financial Penalties issued under the Tenant Fees Act 2019 have a maximum penalty amount of £5,000 for first offences and £30,000 for second offences.

When issuing penalties, The Council has based the fine structure in line with the lead authority and the national approach to promote consistency, alongside local priorities.

Where a penalty is to be imposed, the following seven steps below shall be used to determine the level of the fine

Step One - A decision shall first be made by considering the culpability factors:

LEVEL	DESCRIPTION
Maximum	Where the landlord or agent has intentionally and seriously breached, or seriously and flagrantly disregarded, the law and knew their actions were unlawful
Very High	Where the landlord or agent has seriously breached, or seriously and flagrantly disregarded, the law.
High	Actual foresight of, or willful blindness to, risk of a breach but nevertheless taken
Medium	Breach committed through an act or omission which a person exercising reasonable care would not commit
Low	Breach committed with little fault as significant efforts were made to address the risk although they were inadequate on the relevant occasion
Minimum	Breach was committed with little fault because there was no warning or circumstance indicating a risk, or that the failings were minor and occurred as an isolated incident

Step 2 - the harm factors should be considered and rated from the table below. Consideration should be given to the likelihood of actual harm occurring due to the breach, and the severity of that harm.

RATING	EXPLANATION
High	<p>High likelihood of harm</p> <ul style="list-style-type: none"> • Serious adverse effect(s) on individual(s) and/or having a widespread impact due to the nature and/or scale of the Landlord's or Agent's business, or • High risk of an adverse effect on individual(s) – including where persons are vulnerable
Medium	<p>Medium likelihood of harm</p> <ul style="list-style-type: none"> • Adverse effect on individual(s) (not amounting to Category 1) • Medium risk of an adverse effect on individual(s) or low risk of serious adverse effect. • Tenants and/or legitimate landlords or agents substantially undermined by the conduct. • The Council's work as a regulator is inhibited • Tenant or prospective tenant misled
Low	<p>Low likelihood of harm</p> <ul style="list-style-type: none"> • Low risk of an adverse effect on actual or prospective tenants. • Public misled but little or no risk of actual adverse effect on individual(s)

Negligible	Negligible likelihood of harm <ul style="list-style-type: none"> Harm not a consideration in the breach
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Step Three – The culpability and harm are used as references and converted using the table below to provide a point scale within the range of the financial penalty.

CULPABILITY	CLASS OF HARM			
	HIGH	MEDIUM	LOW	NEGLIGIBLE
MAXIMUM	9	8	7	6
VERY HIGH	8	7	6	5
HIGH	7	6	5	4
MEDIUM	6	5	4	3
LOW	5	4	3	2
MIMUMUM	4	3	2	1

Step 4 - The scale point is then used to provide the penalty banding as below for first offences.

1. £1-£83
2. £84-£166
3. £167-£500
4. £501-£1,166
5. £1,167-£1,833
6. £1,834-£2,500
7. £2,501-£3,333
8. £3,334-£4,166
9. £4,167-£5,000

And from the following list for second offences

1. £1-£500
2. £501-£1,000
3. £1,001-£3,000
4. £3,001-£7,000
5. £7,001-£11,000
6. £11,001-£15,000
7. £15,001-£20,000
8. £20,001-£25,000
9. £25,001-£30,000

Step 5 - A starting point shall be set for the fine that shall be the mid-way point of each penalty banding for first offences.

1. £42
2. £125
3. £333
4. £833
5. £1,500
6. £2,167
7. £2,917
8. £3,750
9. £4,583

And from the following list for second offences.

1. £250
2. £750
3. £2,000
4. £5,000
5. £9,000
6. £13,000
7. £17,500
8. £22,500
9. £27,500

Step 6 - Factors shall be considered, along with any other relevant information, which may be used to justify an upward or downward adjustment within the banding. Not all factors will be considered at this stage as not all will be apparent until the defendant has had their opportunity to provide their representation in defense of the breaches. Factors to be considered are included in Appendix 1.

Step 7 – Fairness and proportionality shall be considered after the period to receive representations so that an informed decision can be made.

Non-Private Rented Sector Properties

Owner Occupied

O Other than in exceptional circumstances, the council expects owner-occupiers, including long leaseholders, to take their own action to remedy hazards at their own properties. The Council will decide whether there are exceptional circumstances in a particular case to justify intervention"

Housing Associations/Registered Providers (RP)

Upon receiving a complaint relating to an RP property, the council will normally notify the RP that a complaint has been received and/or a hazard identified and seek the RP's comments and proposals. However, the Council will, if deemed necessary, utilise all powers available under this policy, to resolve matters.

Where the council has identified hazards, and the Registered Provider has scheduled a programme of works, which will remove the hazard, the officer will consider the programme when determining the most appropriate course of action. The council will liaise with the RP to agree a schedule to deal with category 1 and 2 hazards in advance of the planned improvements. In relation to the Space and Crowding hazard, where defect have been scored as a Category 1 or high Category 2 hazard, particular account will be taken of the availability of suitable alternative accommodation

Additional Enforcement Powers

The following tools are also available where the Housing Act 2004 measures are not appropriate, or do not sufficiently deal with the problem.

- Environmental Protection Act 1990 Section 80 - Notices can be served if the officer is of the opinion that there is a statutory nuisance at the premises. The premises must be deemed prejudicial to health or a nuisance
 - Building Act 1984 Section 59- Used to deal with defective drainage issues in existing buildings
 - Building Act 1984 Section 64- Used where sanitary conveniences are insufficient or in need of replacement and are considered prejudicial to health or a nuisance
 - Building Act 1984 Section 76 - Used where the property is so defective as to be prejudicial to health. This notice notifies the person responsible of the local authority's intention to remedy the problem (similar to work in default)
 - Building Act 1984 Section 79 – Used where a building or neglected site is in a ruinous and dilapidated condition and requires the owner to execute such works of repair or restoration, or if he so elects, to take such steps for demolishing the building or structure, or any part thereof, and removing any rubbish or other material resulting from or exposed by the demolition
 - Building Act 1984 Section 84 – Used where there is unsatisfactory paving and drainage of yards and passages
 - Building Act 1984 Sections 95 and 96 – Provides a power of entry to any property at all reasonable hours provided the occupier has been given 24 hours-notice:
 - for the purpose of ascertaining whether there is, or has been, on or in connection with the premises, a contravention of this Act, or of any building regulations, that it is the duty of the local authority to enforce
 - ascertaining whether or not circumstances exist that would authorise or require the local authority to take any action, or execute any work, or the purpose of taking any action, or executing any work, authorised or required by this Act, or by building regulations,
 - for the purpose of taking any action, or executing any work, authorised or required by this Act, or by building regulations, or by an order made under this Act, to be taken, or executed, by the local authority, or
 - generally, for the purpose of the performance by the local authority of their functions under this Act or under building regulations
- Section 96 allows an Officer to take with him such other persons as may be necessary
- Public Health Act 1936 Section 287 – Gives the Officer a right to enter any premises at all reasonable hours when giving 24 hours-notice to any occupier for the purpose of ascertaining whether there is, or has been, on or in connection with the premises any contravention of the provisions of this Act, being provisions which it is the duty of the council to enforce, ascertaining those circumstances, for the purpose of taking

action and generally, for the purpose of the performance by the council of their functions under this Act

- Local Government (Miscellaneous Provisions) Act 1982 Section 27 – Gives the power to repair drains and to remedy stopped-up drains
- Local Government (Miscellaneous Provisions) Act 1982 Section 29 (Notice of Intended Entry) - Used to prevent unauthorised access (for example broken windows, doors etc.) to get the owner to secure the premises
- Prevention of Damage by Pests Act 1949 Section 22 - Provides a right of entry to an Officer to inspect for rats and mice and to ascertain compliance with any notice provided any occupier has been given 24 hours-notice
- Housing Act 1985 (As Amended) - Some provisions within the 1985 Act have not been revoked and may be appropriate to use in some circumstances. Overcrowding provisions are still available and can be used where the 2004 Act is not sufficient. The other provisions relate to houses in multiple occupation (HMO) and the Housing (Management of Houses in Multiple Occupation) Regulations 1990. These have been revoked with regards to all types of HMO, except certain converted blocks of flats. These regulations can be used to deal with disrepair and management issues of this type of HMO only.

The following legislation is also used as part of the day-to-day collection of information, preparing cases for prosecution and gathering evidence:

- Local Government (Miscellaneous Provisions) Act 1976 Section 16 - Used to formally request information about a premise or a person
- Police and Criminal Evidence Act 1984, Criminal Procedures and Investigation Act 1996, Regulation of Investigatory Powers Act 2000, Investigatory Powers Act 2016 – used in relation to interviews undercaution, prosecution and gathering of evidence

Where housing or other related legislation is introduced, which is enforced by the Council and permits the imposition of any monetary penalty or penalty charge, the Council will seek to fully implement any duty or power conferred upon it.

Monitoring and review

In accordance with the Regulators' Compliance Code, the council will keep its regulatory activities and interventions under review, with a view to considering the extent to which it would be appropriate to remove or reduce the regulatory burdens they impose.

Contacts

If you have any comments or queries in relation to this policy, please contact the Private Sector Housing Team.

- Email: privatesectorhousing@fenland.gov.uk
- Telephone: 01354 654321
- Address: Fenland Hall, County Road, March, Cambs, PE15 8NQ

Appendix 1 – Aggravating and mitigating factors to consider when determining certain penalties

Potential factors increasing seriousness (this is not an exhaustive list):

- Previous convictions - Having regard to the nature of the offences to which the conviction relates and its relevance to the current offence; and the time that has been elapsed since the conviction. Therefore, where it is established that there are appropriate previous convictions that should be considered, the level of fine shall be increased to at least one banding higher (if feasible) to reflect the history of offending. This action is to be taken having regard to:
 - the nature of the offences to which the conviction relates and its relevance to the current offence; and
 - the time that has elapsed since the conviction
 - offences committed whilst on bailThis action is only to be taken when a prosecution is not deemed an appropriate action to take.
- Financial incentive - While the penalty should be proportionate and reflect both the severity of the offence and whether there is a pattern of previous offending, it is important that it is set at a high enough level to help ensure that it has a real economic impact on the offender and demonstrate the consequences of not complying with their responsibilities. Therefore, where an offender lets and/or manages multiple properties nationally or locally the level of fine may be increased to at least one banding higher (if feasible) to ensure that the penalty is high enough to have a real economic impact on the offender.
- Statutory aggravating factors
- Record of non-compliance
- Motivated by financial gain
- Deliberate concealment of illegal nature of activity
- Established evidence of wider/community impact
- Obstruction of justice/obstructive to the investigation
- Record of providing substandard accommodation
- Refusal of free advice
- Tenant is a vulnerable individual

Potential factors reducing seriousness or reflecting personal mitigation (this is not an exhaustive list):

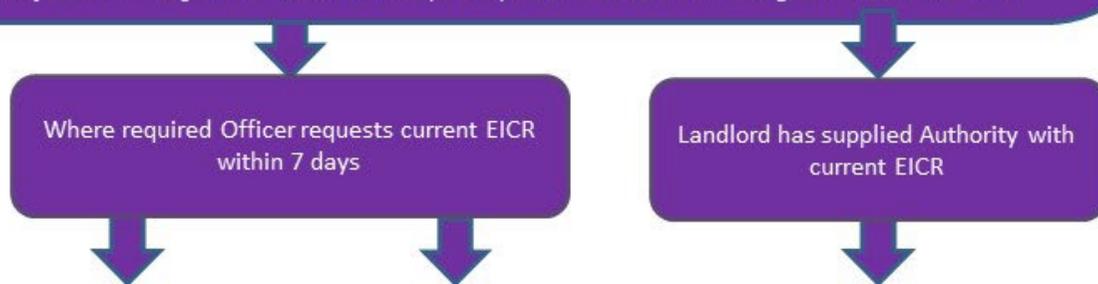
- No previous convictions/breaches or no relevant/recent convictions/breaches
- Steps voluntarily and promptly taken to remedy problem
- High level of co-operation with the investigation, beyond that which will always be expected
- Good record of maintaining property/member of an accreditation scheme
- Self-reporting, co-operation, and acceptance of responsibility
- Good character/exemplary conduct
- Evidence of health reasons preventing reasonable compliance (poor mental health, unforeseen health issues and/or emergency health concerns)
- Landlord or agent is a vulnerable individual, where vulnerability is linked to the breach being committed
- Whether landlord or agent's primary trade or income is connected to the private rented sector
- Admission of guilt

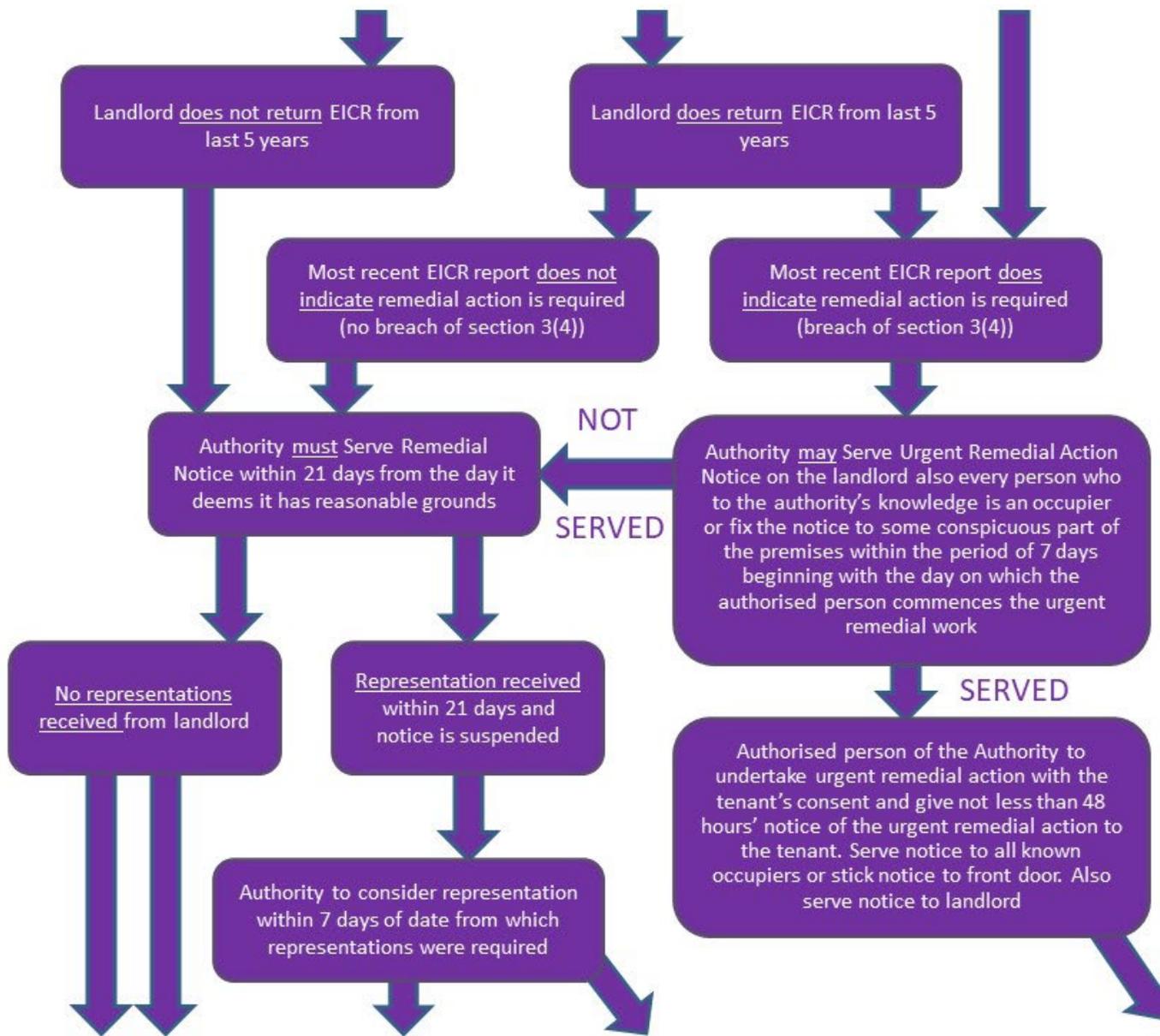
Appendix 3

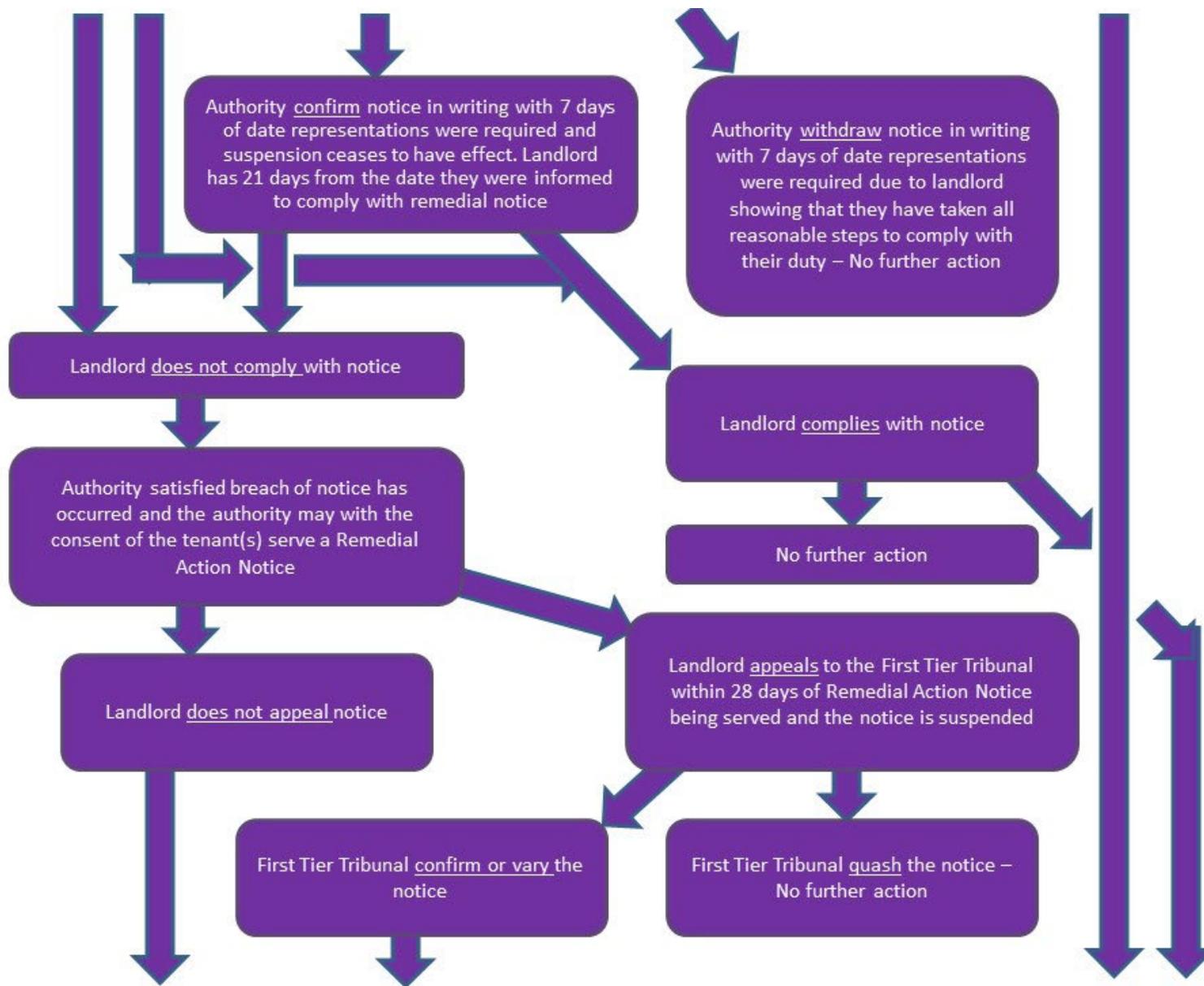
EICR Breach Process Flow Chart

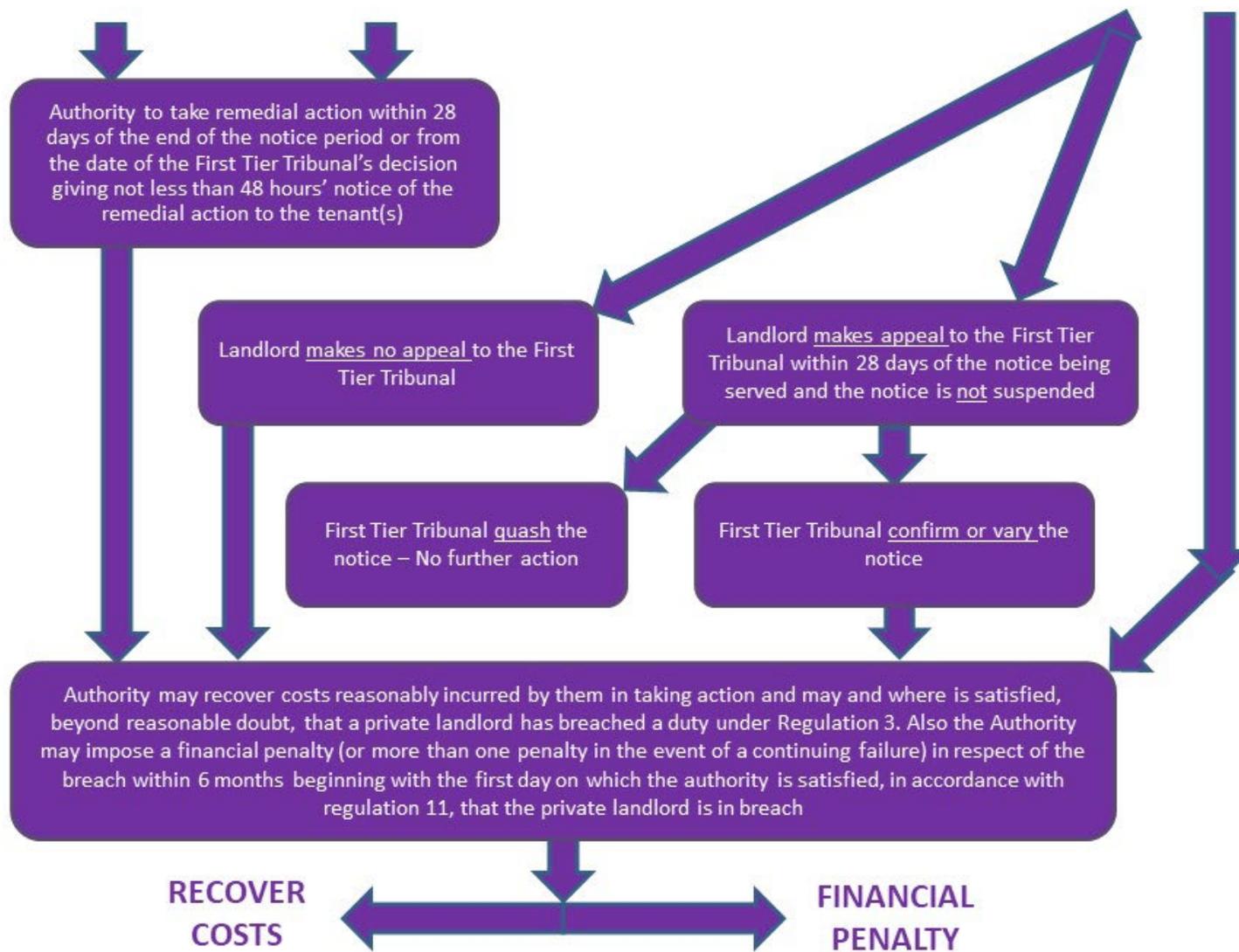
Local housing authority has reasonable grounds to believe that, in relation to residential premises a private landlord is in breach of one or more of the following duties:

- 3(1)(a), A private landlord who grants or intends to grant a specified tenancy must ensure that the electrical safety standards are met during any period when the residential premises occupied under a specified tenancy; (new tenancies and any tenancy from 1 April 2021)
- 3(1)(b) A private landlord who grants or intends to grant a specified tenancy must supply a copy of that report to each existing tenant of the residential premises within 28 days of the inspection and test,
- 3(1)(c) A private landlord who grants or intends to grant a specified tenancy must supply a copy of that report to the local housing authority within 7 days of receiving a request in writing for it from that authority,
- 3(4) Where a report under sub-paragraph (3)(a) indicates that a private landlord is or is potentially in breach of the duty under sub-paragraph (1)(a) (A private landlord who grants or intends to grant a specified tenancy must ensure that the electrical safety standards are met during any period when the residential premises are occupied under a specified tenancy) and the report requires the private landlord to undertake further investigative or remedial work, the private landlord must ensure that further investigative or remedial work is carried out by a qualified person within 28 days or the period specified in the report if less than 28 days,
- and 3(6) Where further investigative work is carried out in accordance with paragraph (4) and the outcome of that further investigative work is that further investigative or remedial work is required, the private landlord must repeat the steps in paragraphs (4) and (5) -Where paragraph (4) applies, a private landlord must— (a) obtain written confirmation from a qualified person that the further investigative or remedial work has been carried out and that— (i) the electrical safety standards are met; or (ii) further investigative or remedial work is required; (b) supply that written confirmation, together with a copy of the report under sub-paragraph (3)(a) which required the further investigative or remedial work to each existing tenant of the residential premises within 28 days of completion of the further investigative or remedial work; and (c) supply that written confirmation, together with a copy of the report under sub-paragraph (3)(a) which required the further investigative or remedial work to the local housing authority within 28 days of completion of the further investigative or remedial work) in respect of that further investigative or remedial work

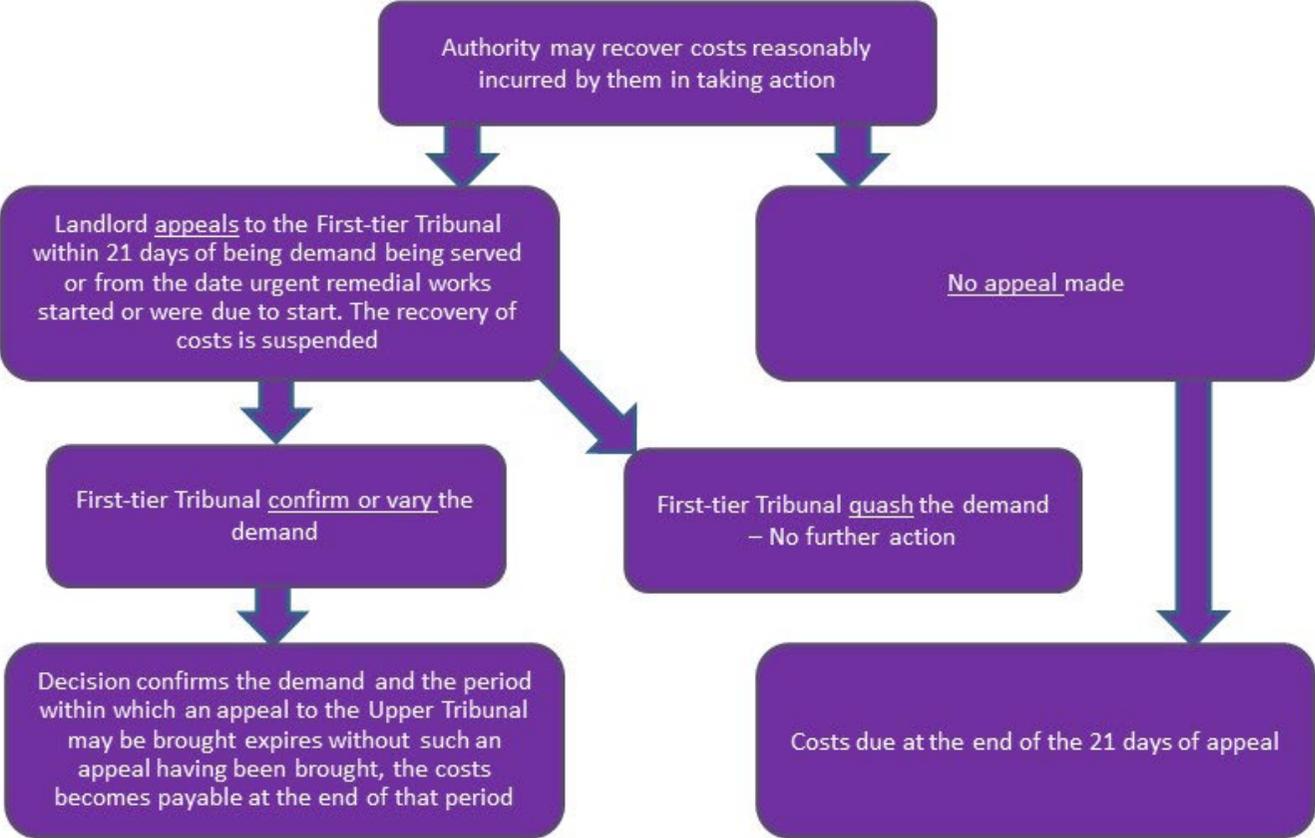




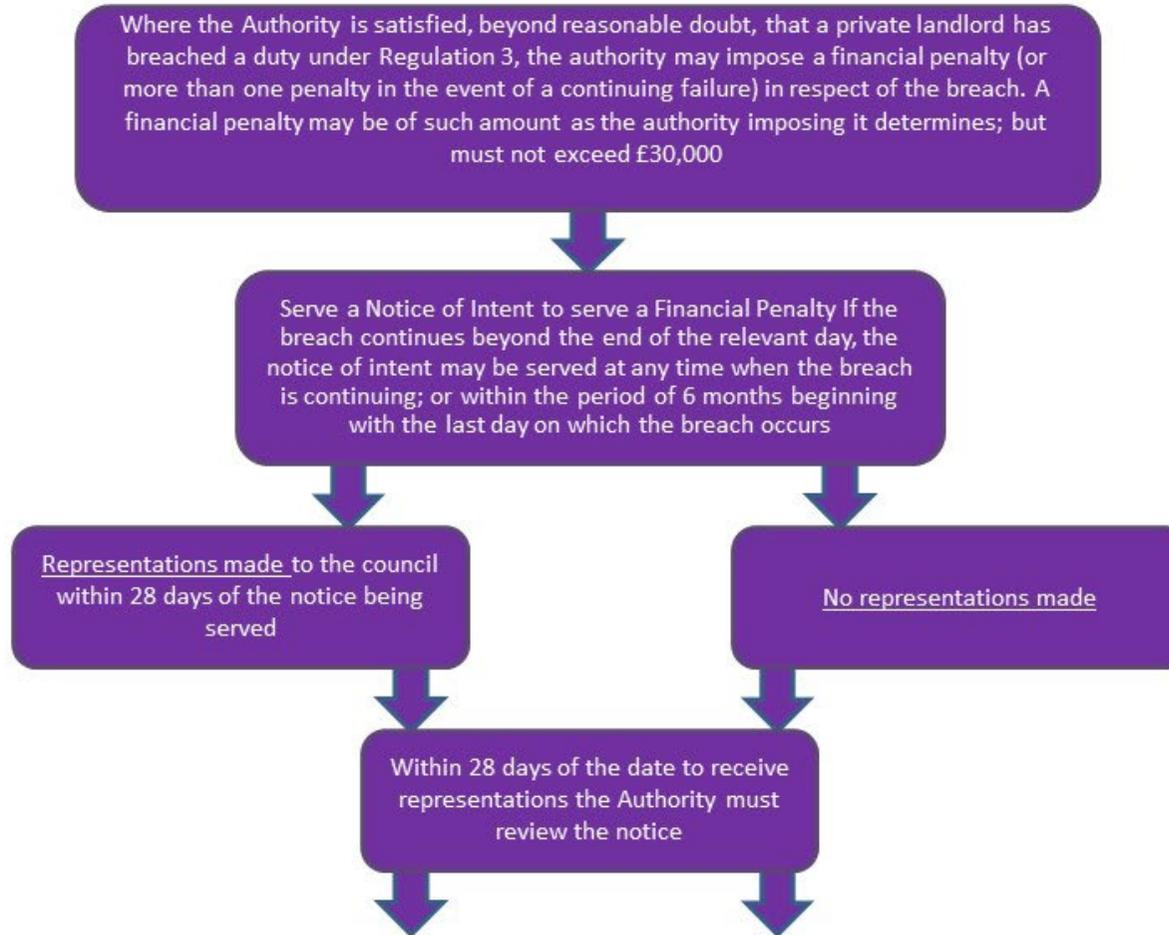


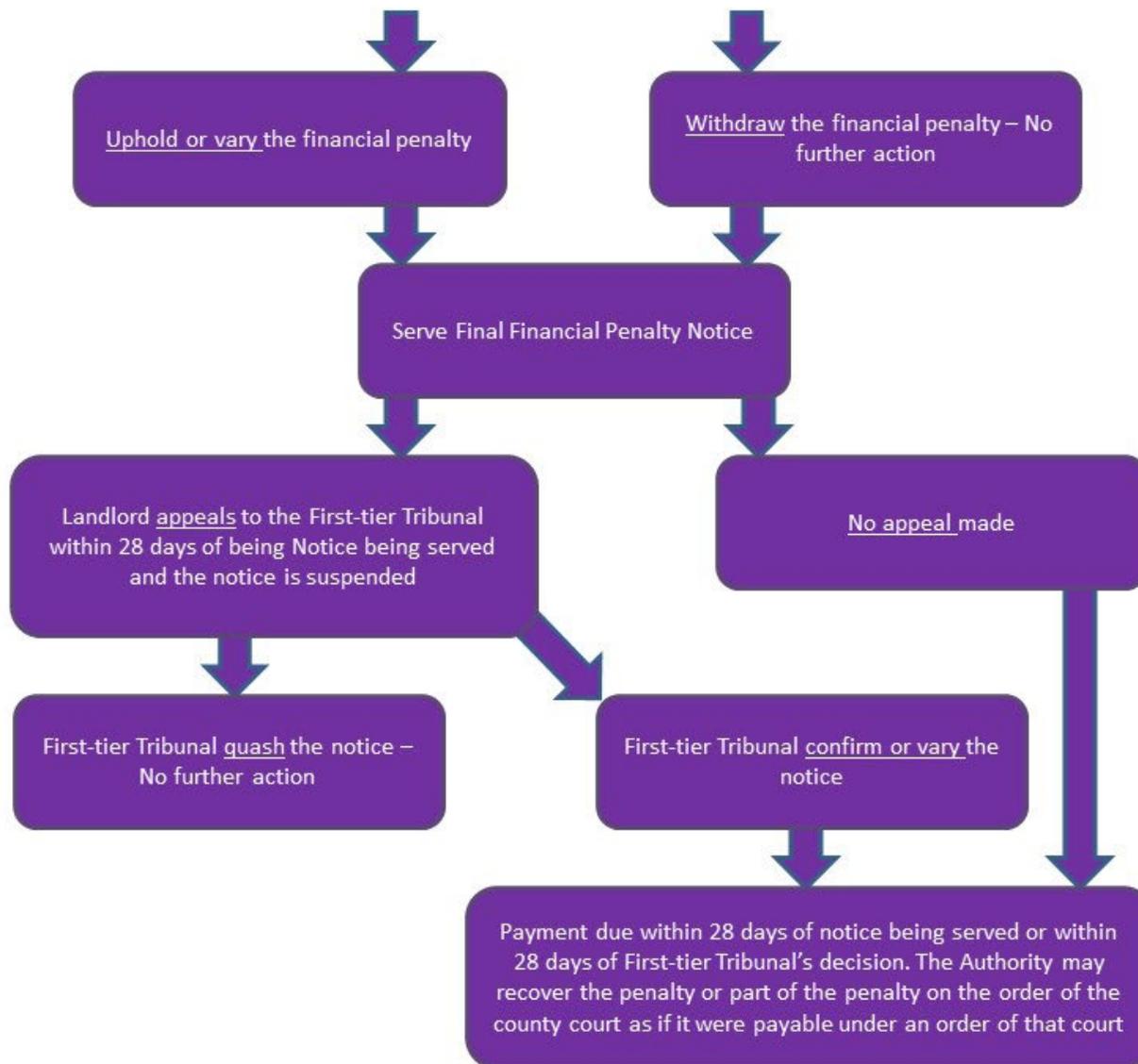


RECOVER COSTS



FINANCIAL PENALTY



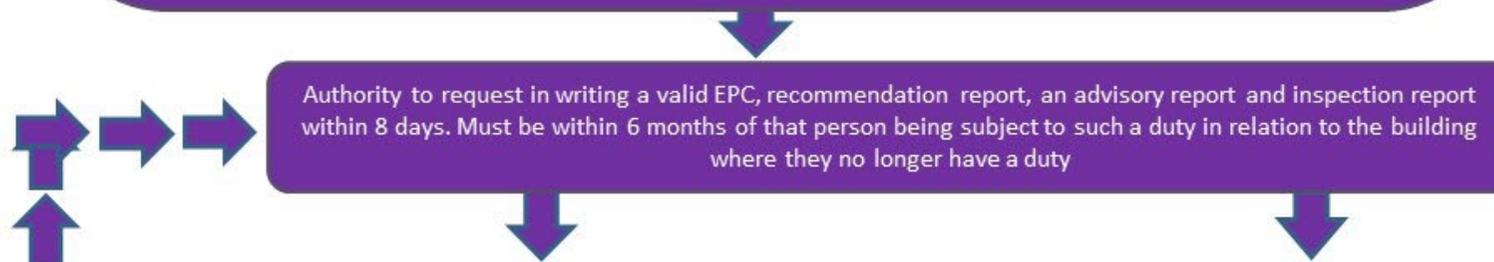


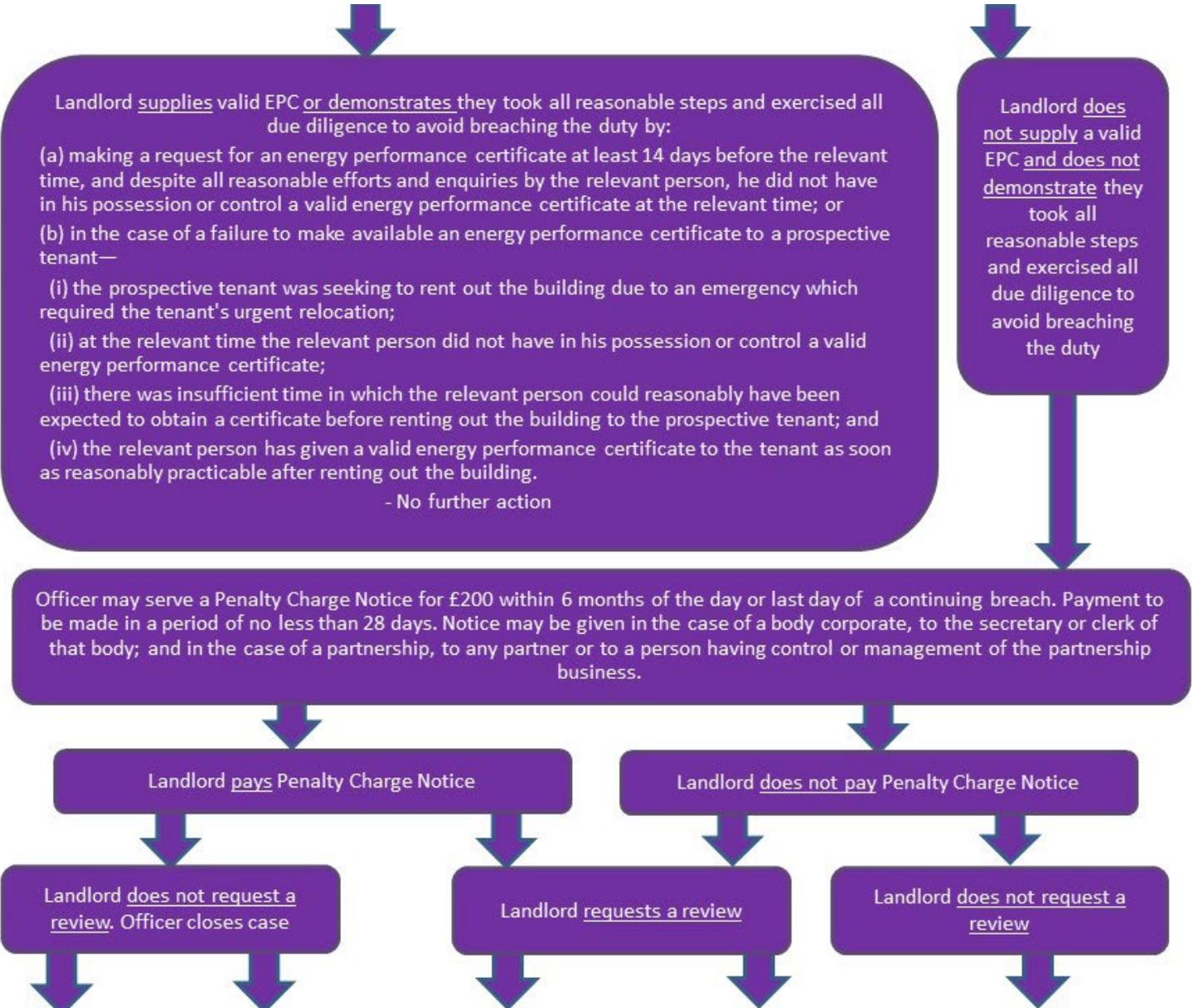
Appendix 4

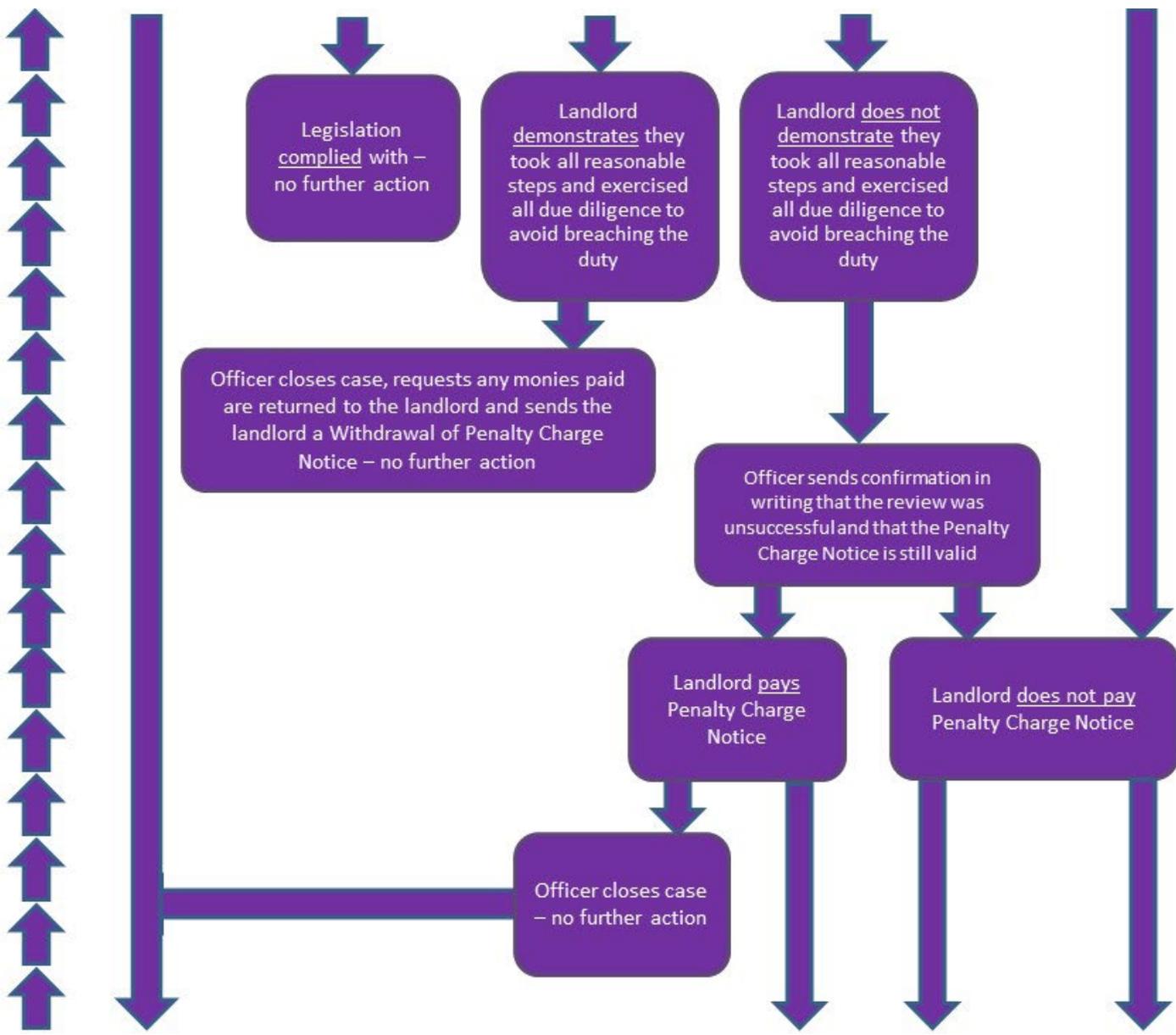
EPC Breach - Process Flow Chart

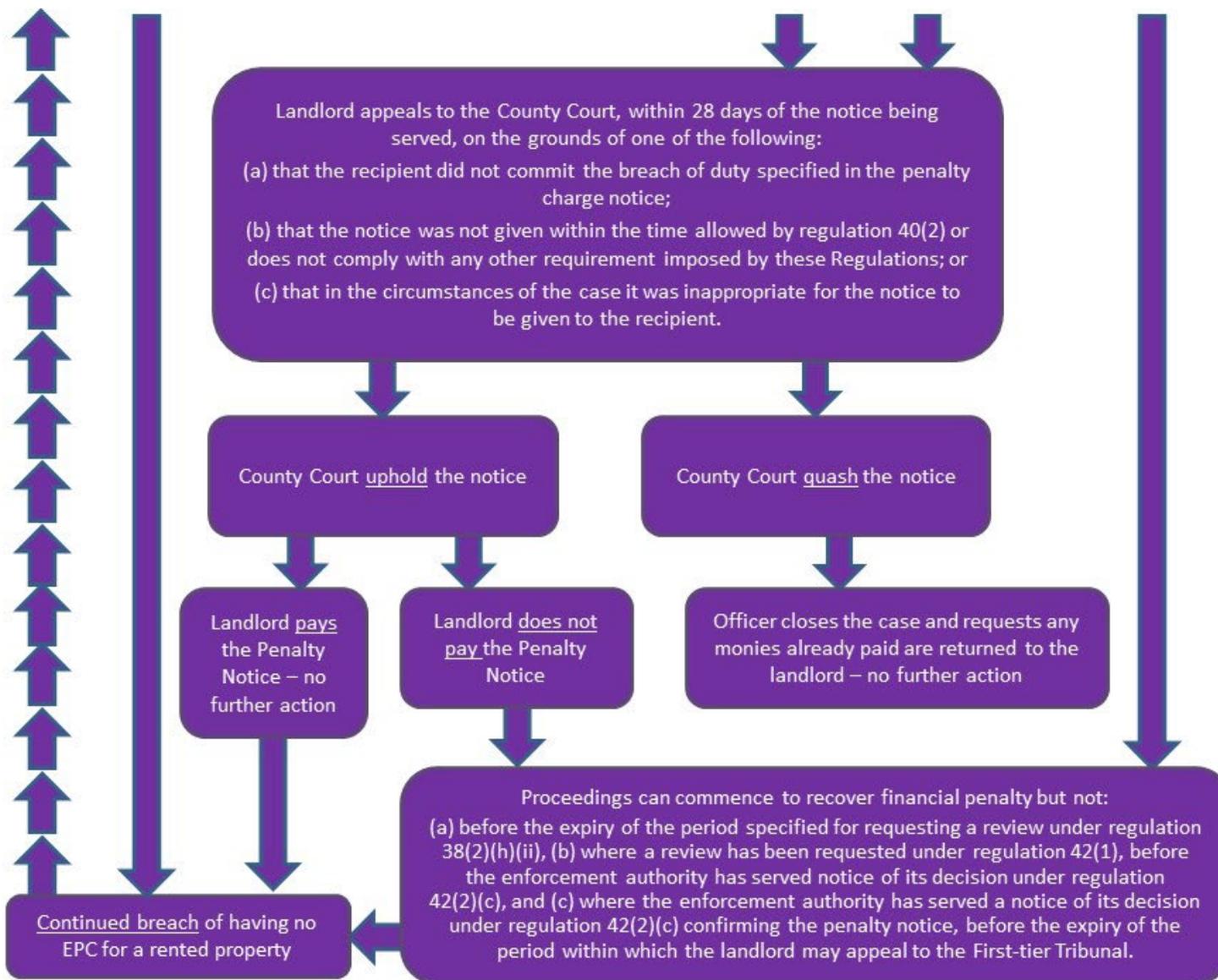
The Authority has reason to believe that a landlord does not have a valid EPC on a property he rents or has breached one or more of the following:

- 5. (2) The relevant person shall make available free of charge a valid energy performance certificate to any prospective buyer or tenant
 - (a) at the earliest opportunity; and
 - (b) in any event before entering into a contract to sell or rent out the building or, if sooner, no later than whichever is the earlier of— (i) in the case of a person who requests information about the building, the time at which the relevant person first makes available any information in writing about the building to the person; or (ii) in the case of a person who makes a request to view the building, the time at which the person views the building.
- (5) The relevant person must ensure that a valid energy performance certificate has been given free of charge to the person who ultimately becomes the buyer or tenant.
- 6. (2) The person giving the particulars must ensure that
 - (a) the particulars include the asset rating of the building expressed in the way required by regulation 11(1)(a); or
 - (b) a copy of an energy performance certificate for the building is attached to the particulars.
- 10. (1) Where a relevant person is under a duty under regulation 5(2), 5(5) or 9(2) to make available or give an energy performance certificate to any person, the certificate must be accompanied by a recommendation report.
 - (2) A recommendation report is a report containing recommendations for the improvement of the energy performance of the building issued by the energy assessor who issued the energy performance certificate.
- 39. (4) It is the duty of a person subject to such a requirement to produce documents within the period of seven days beginning with the day after that on which it is imposed.



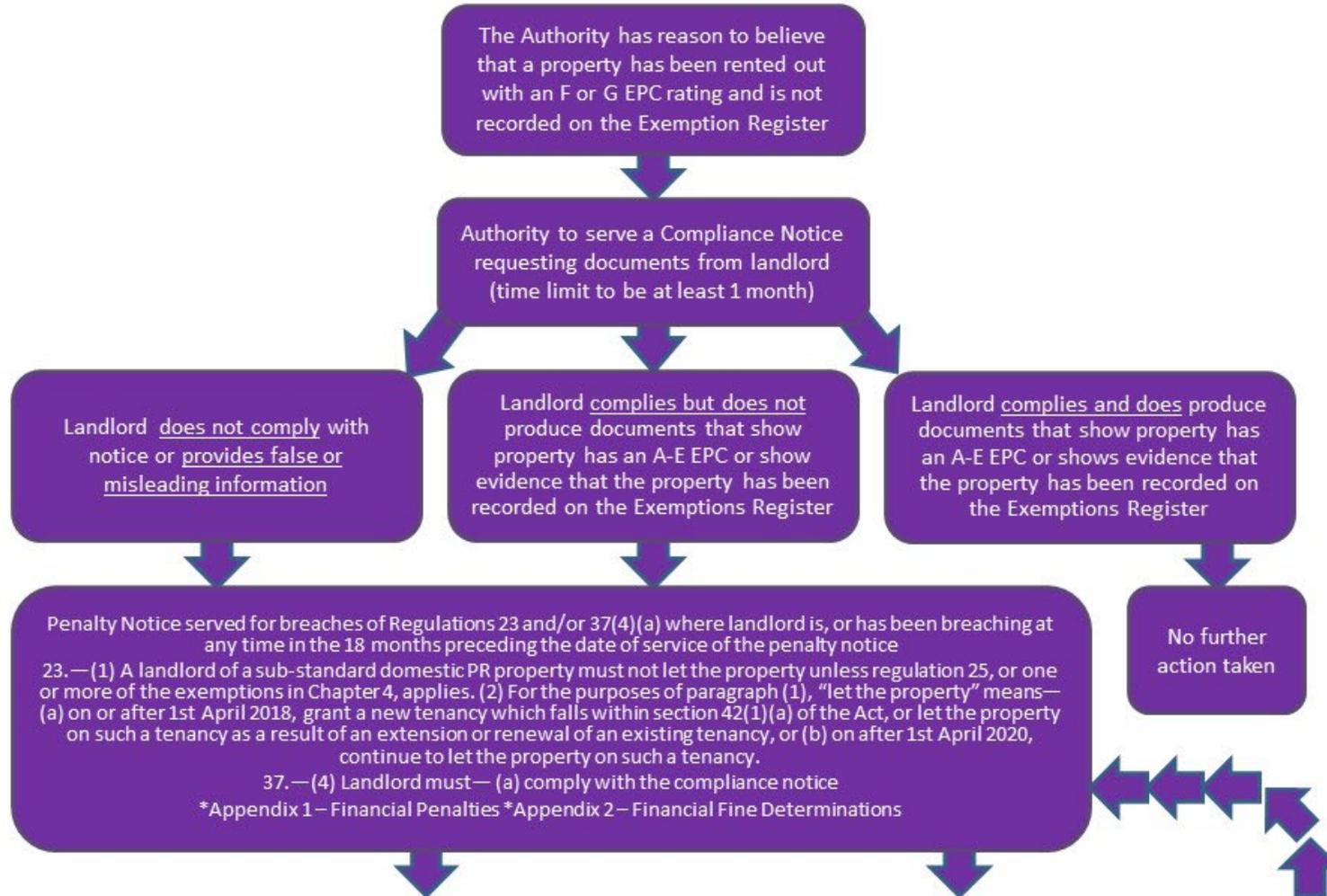


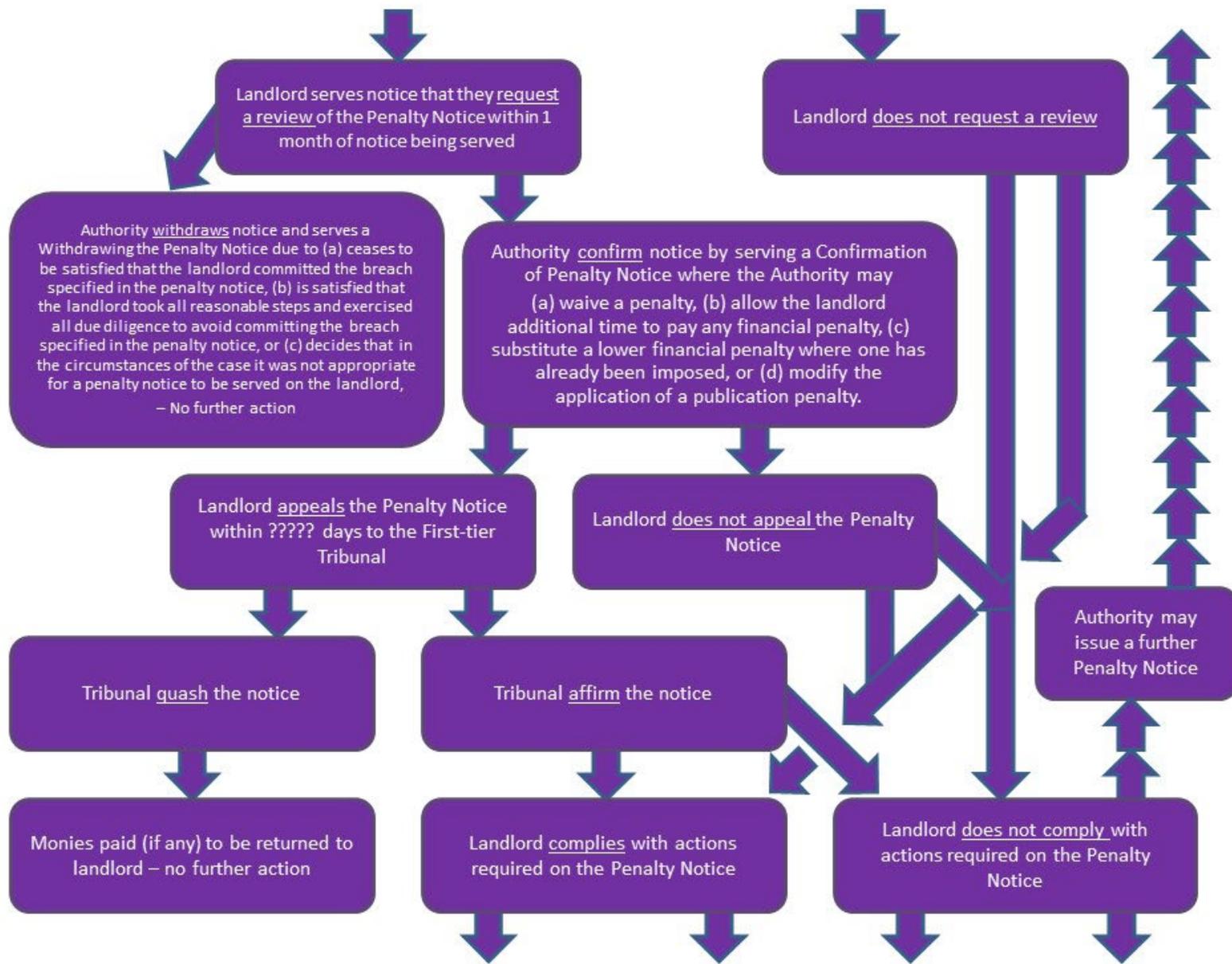


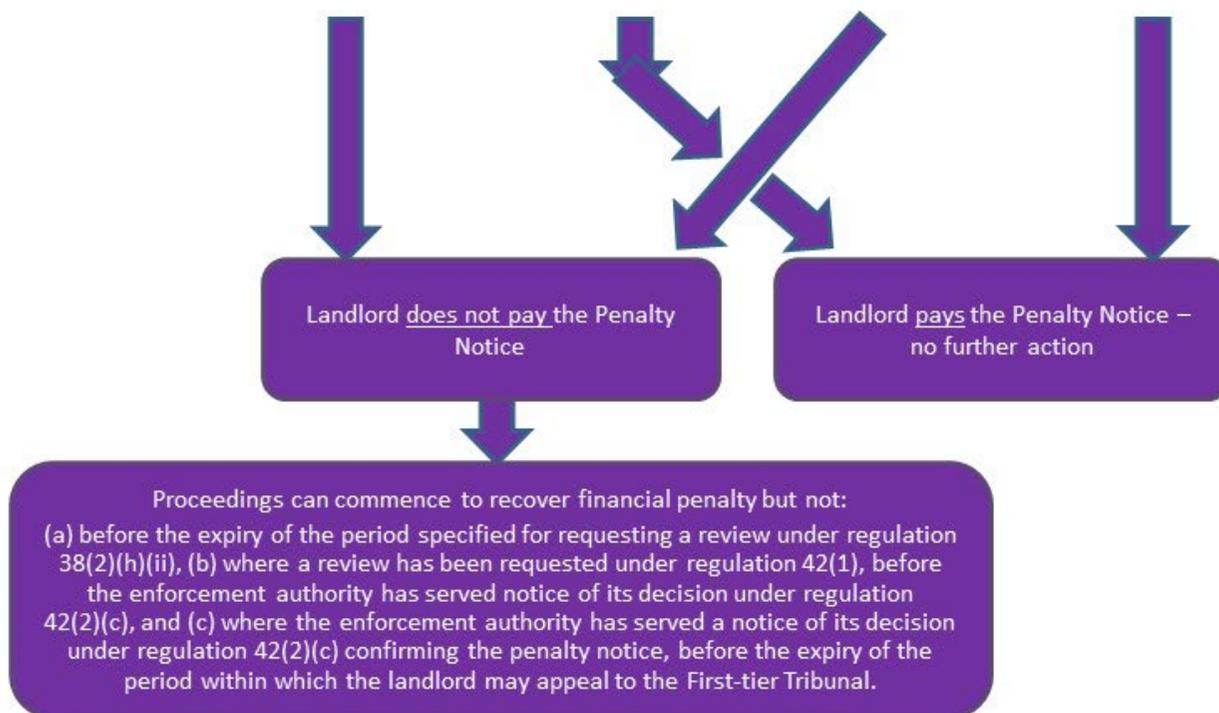


Appendix 5

MEES Breach - Process Flow Chart







Appendix 6

Smoke and Carbon Monoxide Breach - Process Flow Chart

Where a local housing authority has reasonable grounds to believe that, in relation to premises situated within its area, a relevant landlord is in breach of one or more of the duties under regulation 4(1), the authority must serve a remedial notice on the landlord.

4.—(1) A relevant landlord in respect of a specified tenancy must ensure that—

(a) during any period beginning on or after 1st October 2015 when the premises are occupied under the tenancy—
(i) a smoke alarm is equipped on each storey of the premises on which there is a room used wholly or partly as living accommodation;

(ii) a carbon monoxide alarm is equipped in any room of the premises which is used wholly or partly as living accommodation and contains a solid fuel burning combustion appliance; and

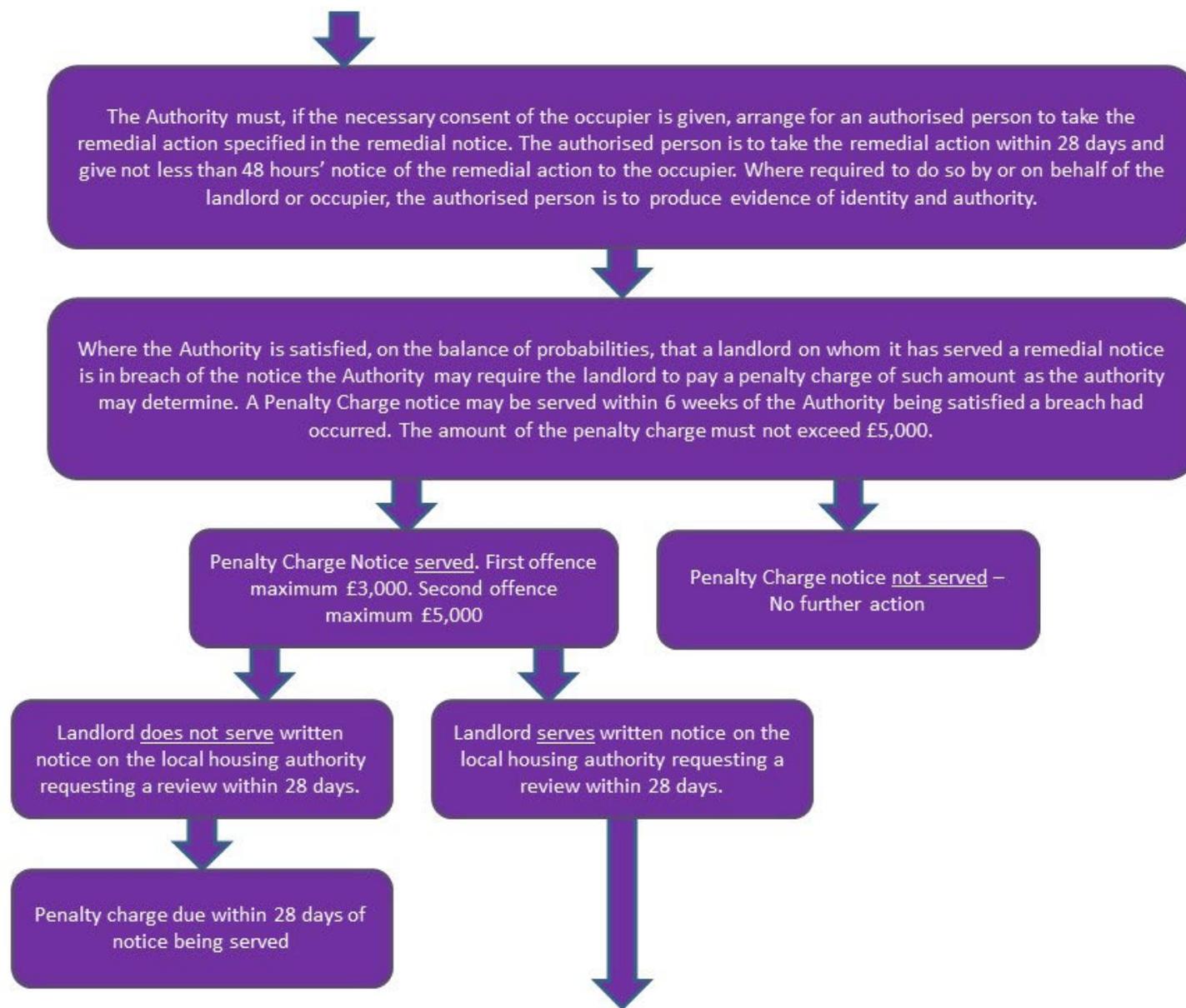
(b) checks are made by or on behalf of the landlord to ensure that each prescribed alarm is in proper working order on the day the tenancy begins if it is a new tenancy.

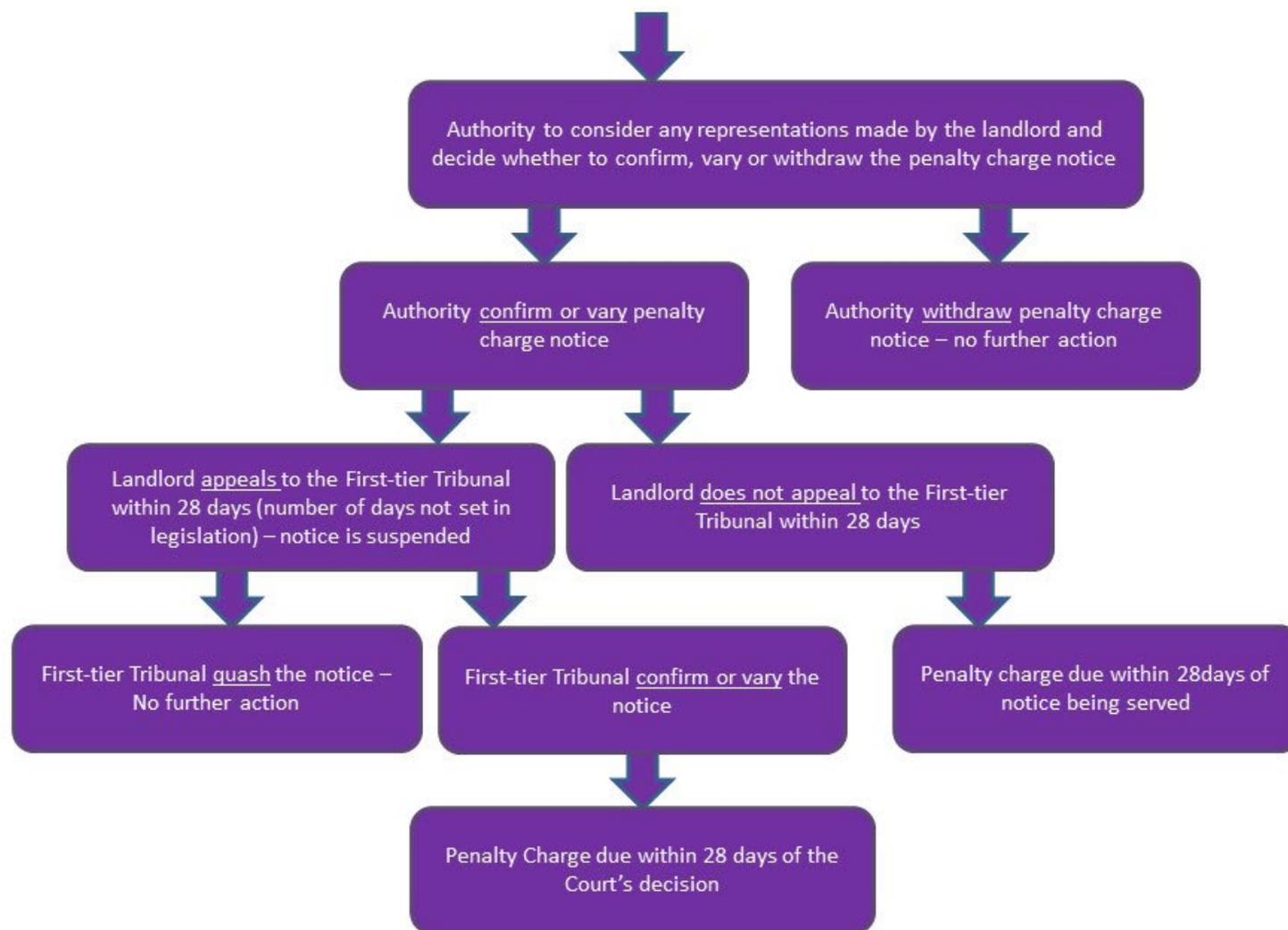
The Authority must serve a remedial notice within 21 days beginning with the day on which the authority decides it has reasonable grounds.

Landlord does not take required action within 28 days on notice being served. A landlord is not to be taken to be in breach of the duty if the landlord can show he, she or it has taken all reasonable steps, other than legal proceedings, to comply with the duty.

Landlord takes required action within 28 days of notice being served

No further action





Report:

1 Creativity and Culture Strategy for Fenland

1.1 As highlighted to members previously, the adopted Strategy highlights four key outcomes to aspire to:

Connections

- Assets in the cultural sector will be well networked, both within Fenland and further afield, in order to build partnerships that can lever in funding and build infrastructure across the district.
- Networks share skills and support volunteers.
- Opportunities to access cultural opportunities is addressed in order to make cultural activity in Fenland more accessible.

Communication

- A focused communications campaign celebrates the culture of Fenland, and key people and their achievements.
- Marketing shows Fenland as a cultural destination, linking it to the strong heritage and unique nature of Fenland traditions and natural landscapes.
- Information about cultural activity in Fenland will be centralised, creating an information Hub with a dedicated coordinator to promote Fenland's culture and join up marketing of culture into a multi-faceted offer across the district.

Empowerment

- Community Connectors will be identified and supported to work with communities in order to develop their skills and confidence in creating cultural opportunities.
- Young people are supported to be heard within cultural plans, as well as supported to achieve their own cultural ambitions.
- Address the skills gap within Fenland's cultural sector, identifying opportunities to support young people to train in the sector and gain experience and skills as well as uplifting the skills of existing practitioners and cultural sector workers in Fenland.

Inspiration

- Inspiring events and activities will take place in Fenland on a regular basis, bringing high quality arts to the district, co-programmed with communities and appropriate for the different towns, and drawing larger audiences from further afield to engage with it. Fenland has great potential for outdoor events, such as festivals, with its market places, fields and green open spaces.
- A Creative Hub will be developed, perhaps making use of an existing venue to become an arts centre, hosting regular activities and attracting creative people to work and programme there.

2 Delivering the Strategy

2.1 To move forwards the delivery of any of the strategy objectives, staff capacity is required. FDC applied to the Arts Council for part funding to employ a creativity and culture development officer (CCDO). This funding was successful and, following a recruitment process with the Arts Council involved, FDC appointed Jaime-Lea Taylor to the role.

Over the past few months the Fenland CCDO has been carrying out the following work:

- 2.2 Although a local resident, understanding the 'cultural landscape' in Fenland takes some time. Jaime-Lea has been building up a network of people to help her understand what is happening and who to call on for information and support. Additionally, a close relationship with an Arts Council mentor has been developed.
- 2.3 Developing a core culture group: This group consists of the CCDO and other professionals linked to the creative and culture industry representing different skills, backgrounds, and areas within the culture sector in Fenland. The group is working together to develop an action plan to deliver against the Culture Strategy. This action plan will be agreed with Arts Council and should allow further funding bids as it progresses. The small team has enabled efficient, productive conversations working through plans, whilst ensuring any decisions to have been informed by multiple perspectives.
- 2.4 Wider Culture Group: Alongside the core group, a broader culture group has been formed. This group will work to increase networking in the culture and creativity sector to further develop capacity improve communication and networking. Much of the emerging action plan delivery will be organised by the broader group.
- 2.5 The CCDO is working very closely with the Arts Council. The Arts council is committed to advocating for Creativity and Culture in Fenland. This has culminated in making Fenland a Priority Place for Arts Council support. This should mean that Arts Council funding applications from creative groups across the district are viewed favourably and are more likely to be successful. The close relationship with the Arts council has recently led to a visit by an Arts Council Director and colleagues to Fenland. Discussions took place with Wisbech town Council, FDC Portfolio Holder and creatives in the district.

Discussions included:

- Consideration of a locally managed micro-grant scheme to encourage local creative groups
 - A discussion regarding capital funding for culture, art and heritage facilities in the district
 - Arts Council to continue advocacy work for creativity in Fenland District Council
 - Discussions regarding the potential of art and culture for social prescribing to tackle issues such as mental and physical wellbeing
- 2.6 The Arts Council colleagues agreed that a future All Member Seminar would be useful once the Action plan is fully developed to ensure Member are made aware of what is taking place across the district - from some of the creatives directly involved in this work.

The CCDO has been working with the High Streets Project Officer to deliver the remaining activities programme as part of the National Lottery Heritage Fund Wisbech High Street Project. Online talks have been taking place monthly and are well-attended. There are plans for increased collaborative working with local organisations to partner with, either by running activities or hosting events, as well as hopes to plan more activities directly aimed for children, young people and families. The 2022 Activity Plan has been rewritten and valuable feedback has been appreciated, whilst navigating the NLHF approval process.

3 Considerations

- 3.1 As mentioned previously the Culture Strategy is not an FDC strategy. It is a Strategy for Fenland that should be led by a group of people involved in the creative, culture and heritage sector within Fenland, not an FDC group. This leadership approach, that the CCDO has set up, will strengthen the possibilities that the Strategy can offer, ensuring community ownership to effect positive change within the sector in Fenland.

4 Conclusions

- 4.1 The appointment of the CCDO and the development of a culture strategy action plan will lead to more effective and joined up opportunities for the Fenland community to take part in creative, cultural and heritage activities.

Agenda Item No:	8	
Committee:	OVERVIEW AND SCRUTINY	
Date:	March 2022	
Report Title:	INVESTMENT BOARD ANNUAL REPORT	

1 Purpose / Summary

- 1.1 To provide an update to the Overview and Scrutiny Panel of the work of the Investment Board from April 2021 to March 2022

2 Key issues

- 2.1 The Commercial and Investment Strategy was approved by Full Council on 9th January 2020.
- 2.2 At the same meeting Full Council also agreed to establish a Local Authority Trading Company (LATCo) for the purpose of facilitating the delivery of the agreed strategy and noted the proposed intention that the Investment Board will be able to utilise reserves and/or borrow sums up to a combined maximum of £25 million in order to deliver the objectives of the Strategy.
- 2.3 Following on from this approval the creation of the Investment Board and the delegation of functions was approved by Cabinet on 16th January 2020.
- 2.4 The business case for the creation of the LATCo was approved by Cabinet on 9th June 2020 and Fenland Future Ltd was incorporated on 10th June 2020.
- 2.5 The Investment Board has met regularly throughout the period and details of these meetings are contained in the report whilst respecting the confidential nature of some of the items discussed.
- 2.6 Fenland Future Ltd held its inaugural board meeting on 8th December 2020 and a first draft business plan has been circulated to the Investment Board for discussion and approval. The final business plan will be formally presented to the Investment Board in March 2022.
- 2.7 The annual report on Investment Board activity was presented to and noted by Cabinet on 22nd March 2022.

3 Recommendations

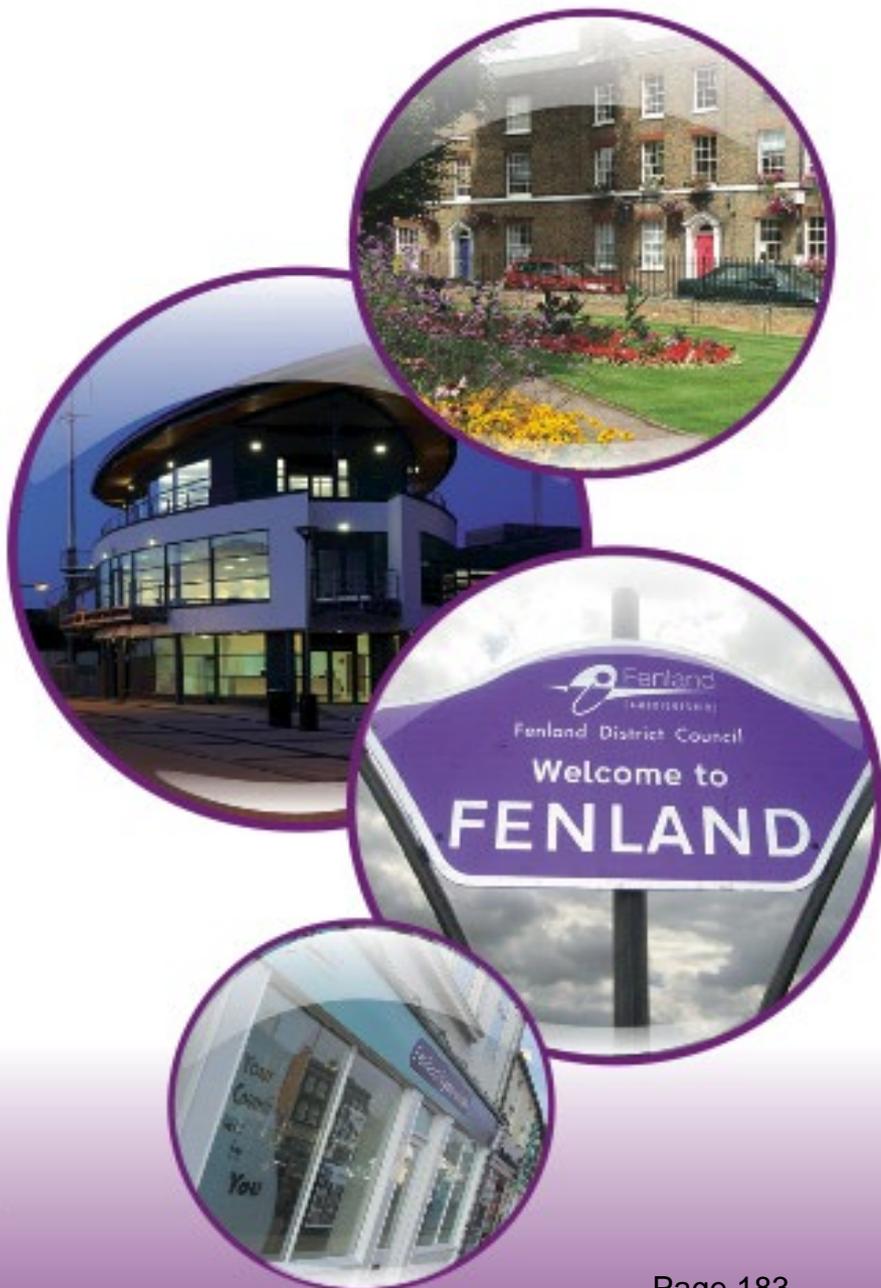
It is recommended that the Overview and Scrutiny Panel note the annual report from the Investment Board.

Wards Affected	All
Forward Plan Ref	Not applicable
Portfolio Holder(s)	<p>Cllr Chris Boden – Leader, Finance Portfolio Holder and Chairman of the Investment Board</p> <p>Cllr Steve Tierney – Transformation and Comms Portfolio Holder and Investment Board Member</p> <p>Cllr Ian Benney – Economic Growth Portfolio Holder and Investment Board Member</p>
Report Originator(s)	<p>Paul Medd – Chief Executive</p> <p>Peter Catchpole – Corporate Director & Chief Finance Officer</p> <p>Amy Brown - Head of Legal and Governance and Acting Monitoring Officer</p>
Contact Officer(s)	<p>Paul Medd – Chief Executive</p> <p>Peter Catchpole – Corporate Director & Chief Finance Officer</p> <p>Amy Brown - Head of Legal and Governance and Acting Monitoring Officer</p>
Background Paper(s)	<p>Investment Board minutes</p> <p>Commercial and Investment Strategy</p>

Appendix: Annual report

Report of the Investment Board

April 2021 - March 2022



1 What is the Investment Board?

- 1.1 The Investment Board was created on 16th January 2020 to help drive forward the Council's Commercial and Investment Strategy which was approved by Full Council on 9th January 2020. The Investment Board is a sub-committee of Cabinet designed to be more "fleet of foot" in order to be able to respond to opportunities in an agile and commercial manner.

2 Purpose of the Investment Board

- 2.1 The Investment Board is responsible for implementing the Commercial and Investment Strategy including oversight of the Council's companies and partnerships.
- 2.2 The Investment Board will act as a decision-making body in relation to the functions delegated to it and will report to Cabinet in relation to the exercise of those functions.
- 2.3 Support and advice will be provided to the Investment Board by key members of the Corporate Management team.

3 Membership and Operation of the Investment Board

- 3.1 The Investment Board will comprise a maximum of two Cabinet Members (one of whom should be the portfolio holder for finance if that position is not held by the Leader) in addition to the Leader who will determine their appointment annually.
- 3.2 The Investment Board shall meet on a basis agreed by itself with a minimum of 3 meetings per year.
- 3.2 The quorum shall be the Leader in the presence of a minimum of;
 - a. one other Cabinet Member;
 - b. one senior advisory officer (or their appointed deputy)

An invitation to attend must have been provided to the Chair of O&S at least 5 clear days in advance of the meeting taking place. This notice period may be waived if the Chair of O&S or their nominated deputy so agrees.

An invitation to attend must also have been provided to the section 151 officer and the Monitoring Officer (or their nominated deputies) which will normally be at least 5 clear days in advance of the meeting taking place.

- 3.3 The provisions relating to substitution set out at paragraph 28 of the Standing Orders shall apply to meetings of the Investment Board save that the Leader and Cabinet Members may only be substituted by Cabinet Members [and the Chair of O&S may only be substituted by the Vice Chairman]. Such substitutions to be notified to Council as part of the annual nomination process.

3.4 The Cabinet Procedure Rules shall apply to meetings of the Investment Board save in respect of paragraphs 1.6, 1.8, 2.2 (second paragraph), 2.3(g) and (h) and paragraph 2.5(d) which shall be disapplied.

4 Functions of the Investment Board

- 4.1 To determine investment appraisals submitted under Part 2 of the Council's Commercial and Investment Strategy together with the most appropriate means of delivery;
- 4.2 To determine business cases submitted under Part 3 of the Council's Commercial and Investment Strategy by the Council's companies and partnerships;
- 4.3 To determine the amount and terms of any investments, loans and assets required for the delivery of proposals approved in accordance with paragraphs (a) and (b) above from the agreed budget allocation;
- 4.4 To produce a report to Cabinet twice a year summarising its activities in accordance with paragraphs (a) to (c) above.
- 4.5 Approve the business plans of the Council's companies and partnerships;
- 4.6 To monitor performance and financial delivery in line with the approved business plans;
- 4.7 To ensure that those companies and partnerships comply with relevant Council policies, strategies and objectives;
- 4.8 To exercise decisions, where delegated by Cabinet, in relation to a company or partnerships' reserved matters;
- 4.9 To oversee the relationships between the Council and the Council's companies and partnerships in accordance with the Council's objectives.
- 4.10 To prepare and present an annual report to the Overview and Scrutiny Committee;
- 4.11 To determine for each individual company or partnership whether the Investment Board recommends to Cabinet the delegation of any functions to the officers of the Council.
- 4.12 All other matters not falling within the remit of the Investment Board functions set out at 4.1 to 4.11 above will be referred to Cabinet for decision.

5 Summary Progress to date

- 5.1 At a meeting of the Investment Board on 18th September 2020 approval was given to take forward to a detailed business case the development of FDC owned land at the Nene waterfront in Wisbech.
- 5.2 At a meeting of the Investment Board on 12th January 2021 approval was given to take forward to a detailed business case the development of FDC owned land in Chatteris.

5.3 At a meeting of the Investment Board on 16th March 2021 approval was given to acquire a commercial property in Wisbech and this was subsequently completed on 26th March 2021.

6 Work programme and outcomes

6.1 The Investment Board sat on the meeting dates detailed below and considered the matters also shown in the table below as part of its work for 2021/22:-

Meeting date	Outcome
16 th March 2021	<p>A paper on impaired Residential Property Investment was discussed and the Investment Board agreed to:-</p> <ul style="list-style-type: none"> • Maintain a watching brief to identify such opportunities if this direction is followed; • Establish an Outline Business Case process to evaluate any such opportunities; • Request a full business case on each potential acquisition when identified; <p>To date no such opportunities have been brought forward.</p> <p>The Investment Board agreed to note the confidential verbal update on the Nene Waterfront.</p> <p>The Investment Board agreed to note the confidential verbal update on a further Housing Development opportunity within the district.</p> <p>The Investment Board approved the proposed investment opportunity presented to them under Part Two (Commercial Property Investment) of the Councils' Commercial and Investment Strategy together with the associated budgetary, financial and legal arrangements required to bring that into effect.</p> <p>This commercial property was subsequently acquired in Wisbech and a rental return of £230k per annum is currently being returned, a yield of over 6%.</p>

Meeting date	Outcome
28 th June 2021	<p>Councillor Benney was elected as Vice-Chairman of the Investment Board for this municipal year.</p> <p>The Investment Board agreed to note current progress and the indicative timetable within the confidential Nene Waterfront report.</p> <p>The Investment Board agreed to note current progress and the indicative timetable within the confidential housing development opportunity update report.</p> <p>The Investment Board agreed to the recommendations within the confidential Resourcing Considerations report to recruit a full time dedicated resource to drive forward the Fenland Future Ltd business.</p>
16 th September 2021	<p>The Investment Board agreed to approve the changes for the recruitment of a fixed term Development Director and delegate authority to Corporate Management Team to process the recruitment as soon as possible. Through a procurement process we have appointed Instinctively Green Ltd (Adam Broadway) to provide interim support and advisory services to FFL. Adam commenced work in December 2021 and is working with the Board of Fenland Future Ltd to drive forward the business.</p> <p>The Investment Board agreed:</p> <ul style="list-style-type: none"> • to note the current progress and indicative timetable within the confidential Nene waterfront report • that incubator units should not be discounted for inclusion in the scheme as long as Fenland Future Limited receive no reduction in overall income from this site. <p>The Investment Board agreed to note current progress and the indicative timetable within the confidential housing development opportunity update report.</p>

Meeting date	Outcome
3 rd December 2021	<p>The Investment Board agreed to note the current progress and indicative timetable within the confidential Nene waterfront report.</p> <p>The Investment Board agreed to note current progress and the indicative timetable within the confidential housing development opportunity update report.</p> <p>The Investment Board agreed to delegate to the Section 151 Officer in consultation with the Leader to:</p> <ul style="list-style-type: none"> • Conclude the legal purchase by the Council of a property in March that strategically offers a future opportunity to open up access to a Council owned potential development site at the price of £310,000. • The purchase is subject to satisfactory due diligence that has commenced recognising the urgency of the seller's house move chain. <p>The Investment Board agreed to:</p> <ul style="list-style-type: none"> • Note the financial update on the progress of the Commercial and Investment Strategy; and • Approve the expenditure incurred by Fenland District Council on behalf of Fenland Future Ltd since its adoption in January 2020; and • Give a steer on the funding agreement between FDC and FFL to be discussed at the next FFL Board meeting. <p>The Investment Board considered a commercial opportunity in Whittlesey via a public auction and agreed to delegate to Members of the Investment Board and the Section 151 Officer to decide whether, subject to necessary due diligence, to make a bid on the opportunity subject to the financial parameters decided at the meeting.</p> <p>Following further due diligence conducted after the meeting it was decided in consultation with the Chair of the Investment Board not to make a bid at this time.</p>

7 Finance Update

- 7.1 As part of the Commercial and Investment Strategy a facility of £25m was granted to the Investment Board to finance capital expenditure to be undertaken in accordance with the aims and objectives of the agreed strategy. At the end of March 2022 £4m of this facility has been utilised to fund the acquisition detailed in 7.3 below and 44 Russell Avenue as detailed above. These acquisitions were approved at Investment Board meetings held on 16th March 2021 and 3rd December 2021 respectively.
- 7.2 Further utilisation will be needed when the funding position of Fenland Future Ltd is fully agreed.
- 7.3 The Commercial Investment in Wisbech has delivered a rental income of £230k for the year to March 2022. As we used our own funds to acquire this asset there is no external cost of capital and the loss of interest foregone on our funds is minimal at present. This acquisition has enhanced the Councils revenue position and has had a positive impact on the MTFS as presented to Full Council in February 2022.

There are also potentially Minimum Revenue Provision (MRP) implications to consider that will impact our revenue position and we will work through these for 2022-2023.

- 7.4 Fenland Future Ltd expenditure and commitments to date are as shown in the table below:-

Detail		Total FFL Costs £	Nene Waterfront £	Chatteris £	FFL Set up Costs £	Consultancy Costs £	FDC Recharges £	Loan Interest £
Dec-20	Set up costs	2,925.00			2,925.00			
Mar-21	Recharges	58,029.30					58,029.30	
May-21	Norr	14,575.08	14,575.08					
Aug-21	Ecology survey	5,000.00	2,500.00	2,500.00				
	Set up costs	975.00			975.00			
Sep-21	Pre Planning consultancy	77,110.00	27,200.00	49,910.00				
	Architectural	21,950.00		21,950.00				
Nov-21	Topographical Survey	950.00		950.00				
Dec-21	Site clearance work	1,924.75	1,924.75					
Jan-22	Planning Advice	10,225.00		10,225.00				
Feb-22	Valuation services	1,750.00		1,750.00				
	Recharges	159,514.43				42,997.50	116,516.93	
Total Paid and Committed		354,928.56	46,199.83	87,285.00	3,900.00	42,997.50	174,546.23	TBC

At present these monies sit as a debtor in the Councils accounts as the only funding agreed so far is the £10,000 for set up costs approved by Cabinet on 9th June 2020. It is clear that further funding is now needed and a paper on this will be presented at a future Investment Board as part of the Fenland Future Ltd Business Plan for 2022-23 onwards.

It is also necessary to agree the terms of the funding for the loans provided to Fenland Future Ltd and a draft loan agreement will also form part of those plans.

8 Other opportunities

- 8.1 An opportunities schedule is kept as there were several other investment opportunities presented to the Investment Board throughout the year to 31st March 2022. These include but are not limited to a retail opportunity in Chatteris, a business park in Whittlesey, commercial development land in Wisbech and a commercial unit in March. Due diligence was carried out on each opportunity and all were unsuccessful due to a variety of reasons that will help inform future aspirations. A total of £25k was expended on advice and due diligence throughout the year covering issues including PWLB lending constraints and the new Prudential Code.

Agenda Item No.:	9	
Committee:	Overview and Scrutiny Committee	
Date:	9 th May 2022	
Report Title:	PROPOSAL FOR TASK AND FINISH GROUP TO REVIEW CORPORATE PERFORMANCE INDICATORS	

1. PURPOSE/SUMMARY

- 1.1. At a meeting of the Overview and Scrutiny Committee on 17th January 2022 and during the discussion of the draft Business Plan for 2022/23 members requested the opportunity to consider the establishment of a task and finish group for the purpose of reviewing the current corporate performance indicators (see Appendix 1).
- 1.2. This report sets out a proposal for a cross-party scrutiny task and finish group to be established. The Overview and Scrutiny Committee is permitted to establish an advisory/task group by virtue of paragraph 23.3 of the Council's Standing Orders which states as follows:
 - 1.2.1. *"The Council, Cabinet, Cabinet portfolio holder and any committee or panel may appoint such advisory groups as they may consider necessary from time to time and shall specify the purpose, duration and terms of reference of such advisory group, except that such advisory group shall be of a deliberative nature only and shall report back with or without recommendations to the body or person that appointed them"*.
- 1.3. The aim of this group is to review the corporate performance indicators for the purpose of ensuring that they enhance the Council's corporate priorities and are both measurable and achievable in nature.

2. KEY ISSUES

- 2.1. The Overview and Scrutiny Committee have requested the opportunity to formulate a task and finish group to review the Council's corporate performance indicators.
- 2.2. The task and finish group, if established, will review the corporate performance indicators with a view to ensuring that they enhance the Council's corporate priorities and are both measurable and achievable in nature.
- 2.3. The task and finish group, if established, will report back to the Overview and Scrutiny Committee with its findings and suggestions and for the purpose of enabling members of that Committee to make appropriate recommendations for incorporation into the next draft Business Plan.

3. RECOMMENDATIONS

Members of the Overview and Scrutiny Committee are invited to consider:

1. Agreeing to the formation of a time-limited cross-party scrutiny task and finish group;
2. Agreeing the Terms of Reference for the proposed task and finish group;
3. Agreeing initial nominations from its membership to join the task and finish group; and
4. Agreeing that the outcomes of the task and finish group should be presented back to Overview and Scrutiny Committee at a future meeting; and

Wards Affected	All
Portfolio Holder(s)	N/A
Report Originator(s)	Amy Brown, Head of Legal and Governance and Acting Monitoring Officer – amybrown@fenland.gov.uk
Contact Officer(s)	Niall Jackson, Member Services and GDPR Officer – NJackson@fenland.gov.uk
Background papers	Fenland District Council's Constitution O&S Committee Minutes of the meeting on 17 th January 2022 Business Plan 2022/23 Local Government Association's Performance Management Councillor Workbook - performance-management-be3.pdf

4. BACKGROUND/INTRODUCTION

- 4.1. The Overview and Scrutiny Committee at its meeting on 17th January 2022 requested the opportunity to consider establishing a cross-party scrutiny task and finish group to review the Council's corporate performance indicators.

5. ANTICIPATED OUTCOMES

- 5.1. It is anticipated that the Committee will agree to the establishment of a time-limited cross-party scrutiny task and finish group. This will inform the development of the Council's draft business plan for the year 2023/24 and enable recommendations to be made in relation to the corporate performance indicators associated with that.

6. ALTERNATIVE OPTIONS CONSIDERED

- 6.1. The recommendations have been tabled at the request of the Overview and Scrutiny Committee and are made in order to facilitate the establishment of a cross-party scrutiny task and finish group. In the alternative members may decide not to establish a task and finish group and instead comment upon the corporate key performance indicators as part of their annual scrutiny of the draft business plan.

7. IMPLICATIONS

7.1. Financial Implications

- 7.1.1. There are no direct financial implications arising from the recommendations of this however the Council will need to dedicate staffing resources to the scrutiny task and finish group if it is established.

7.2. Legal Implications

- 7.2.1. There are no legal implications associated with the establishment of the task and finish group.

7.3. Equalities Implications

- 7.3.1. The business plan and corporate priorities are designed to deliver and promote equal opportunities for all. The corporate performance indicators ensure that anticipated outcomes are met and provide opportunities for further improvement where issues are identified. These all contribute to the promotion of equal life opportunities for all.

8. APPENDICES

- 8.1. APPENDIX A – Corporate Performance Indicators for 2022/23.
- 8.2. APPENDIX B - Draft Terms of Reference – Scrutiny Task and Finish Group to Review the Corporate Performance Indicators

APPENDIX A – CORPORATE PERFORMANCE INDICATORS FOR 2023/24

Performance Indicator	Service Area
Communities	
Days taken to process new claims to changes for Council Tax Support	ARP
Days taken to process new claims and changes for Housing Benefit	ARP
Total number of private rented homes where positive action has been taken to address safety issues	Housing
The proportion (%) of households presenting to the Council as homeless whose housing circumstances were resolved through housing options work	Housing
Number of empty properties brought back into use	Housing
Number of Active Fenland sessions delivered per year	Leisure
Customer satisfaction: Net promoter score for Freedom Leisure Centres	Leisure
Environment	
Rapid or Village response requests actioned the same or next day	Environment
% of inspected streets meeting our cleansing standards	Environment
% of collected household waste recycled through our Blue Bin service	Environment
Customer satisfaction with our Refuse and Recycling services	Environment
Customer satisfaction with our Garden Waste service	Environment
Number of Street Pride, Green Dog Walkers and Friends of community Environmental Events supported	Environment
% of those asked who were satisfied with events	Environment
Economy	
% of major planning applications determined in 13 weeks	Planning
% of minor applications determined in 8 weeks	Planning
% of other applications determined in 8 weeks	Planning
% occupancy of our Business Premises Estates	Business
% occupancy of Wisbech Yacht Harbour	Port
Local businesses supported and treated fairly	Environment
Quality Organisation	
% of customer queries resolved at the first point of contact	My Fenland
% of Contact Centre calls answered within 20 seconds	My Fenland
% of contact centre calls handled	My Fenland
In year % of Council Tax collected	ARP
Council Tax net collection fund receipts	ARP
In year % of NNDR collected	ARP
NNDR net collection fund receipts	ARP
Number of visits to the FDC website	Communications

APPENDIX B – DRAFT TERMS OF REFERENCE SCRUTINY TASK AND FINISH GROUP TO REVIEW THE CORPORATE PERFORMANCE INDICATORS

1. Membership

To be determined by the Overview and Scrutiny Committee at its meeting on 9th May 2022 however it is suggested that the group should be comprised of a maximum of 5 members.

2. Advisers

Peter Catchpole, Corporate Director with responsibility for Governance and s.151 Officer.
Amy Brown, Head of Legal and Governance and Acting Monitoring Officer.
David Wright, Head of Policy & Communications.
Niall Jackson, Member Services and GDPR Officer.
Relevant service leads.

3. Purpose

8.3. To review the corporate performance indicators in accordance with recommended practices.

8.4. To report back to the Overview and Scrutiny Committee with its findings and suggestions for the purpose of enabling members of that Committee to make appropriate recommendations for incorporation into the next draft Business Plan.

4. Scope

To identify and agree the parameters for establishing effective performance indicators with input from officers and reference to resources such as the Local Government Association's Performance Manager Councillor Workbook.

To identify good practice from other local authority areas particularly where similar objectives are required to be achieved for example the fulfilment of certain statutory functions.

To review existing corporate performance indicators on an area by area basis with a view to establishing whether they enhance the Council's corporate priorities and are measurable and achievable.

To make suggestions as to how the existing corporate performance indicators may be amended or replaced.

To understand the skills and resources which will be required across the Council and relevant stakeholder organisations to deliver agreed actions.

To suggest a prioritisation mechanism to ensure that any resultant suggestions are effectively targeted and delivered having regard to the skills and resourcing available.

5. Reporting & Timescales

The Scrutiny Task and Finish Group will report its suggestions to the Overview and Scrutiny Committee and should do so on or before its final meeting of 2022 in order to ensure that any resultant recommendations can be incorporated into the draft Business Plan for 2023/24 which is due to be presented for consideration in February 2023.

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Overview and Scrutiny – Draft Work Programme 2022-2023

All Informal pre-meetings are held via Zoom until further notice,
but Formal meetings will be held in the Council Chamber at Fenland Hall

Meeting Dates

<u>Agenda Despatch Due Date</u>	<u>Informal pre-meeting</u>			<u>Formal Overview & Scrutiny Meeting</u>		
	<u>Date</u>	<u>Time</u>	<u>Location</u>	<u>Date</u>	<u>Pre-Brief</u>	<u>Meeting</u>
28 th April 2022	03 May 2022	2.00pm	Via Zoom	09 May 2022	1.00pm	1.30pm
10 th June 2022	14 th June 2022	2.00pm	Via Zoom	20 th June 2022	1.00pm	1.30pm
8 th July 2022	12 th July 2022	2.00pm	Via Zoom	18 th July 2022	1.00pm	1.30pm
2 nd September 2022	5 th September 2022	2.00pm	Via Zoom	12 th September 2022	1.00pm	1.30pm
7 th October 2022	10 th October 2022	2.00pm	Via Zoom	17 th October 2022	1.00pm	1.30pm
25 th November 2022	28 th November 2022	2.00pm	Via Zoom	5 th December 2022	1.00pm	1.30pm
6 th January 2023	9 th January 2023	2.00pm	Via Zoom	16 th January 2023	1.00pm	1.30pm
24 th February 2023	27 th February 2023	2.00pm	Via Zoom	6 th March 2023	1.00pm	1.30pm

Please note that the dates reflected in this agreement are subject to approval by Full Council at its meeting on 9th May 2022

09 May 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/Officer/Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Progress on the Housing Enforcement Policy	Environment	Cllr Hoy Dan Horn Jo Evans
	Culture Strategy	Communities	Councillor Chris Seaton Phil Hughes Jamie-Lee Taylor
	Commercial Investment Strategy and Investment Board Update	Economy	Councillor Boden Paul Medd Peter Catchpole Dan Horn Anna Goodall Mark Saunders Adam Broadway Simon Machen
	Task and Finish Group – Portfolio Holder Report	All	Amy Brown David Wright
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Appointment of the Chairman and Vice-Chairman for the Municipal Year	N/A	
	Council Tax Support Scheme Report	All	Councillor Boden, Councillor Mrs French Peter Catchpole Mark Saunders
	Draft Overview & Scrutiny Annual Report	All	Amy Brown
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Progress of Corporate Priority – Communities	Communities	Cllr Boden Cllr Clark Cllr Hoy Cllr Lynn Dan Horn Phil Hughes Anna Goodall Sam Anthony Sarah Gove
	Local Governments Ombudsman Annual Review of Complaints	All	Cllr Steve Tierney Peter Catchpole David Wright
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

12th September 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/ Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	2022 Planning Service Annual Review	Economy	Cllr Laws Dan Horn Nick Harding
	Transformation & Communications Portfolio Holder update	All	Councillor Tierney Peter Catchpole David Wright
	Review of Clarion	Environment	Cllr Hoy Dan Horn Clarion reps (x3 operational, community devt and Development)
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

17th October 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/ Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Road safety partnership	Environment	Matt Statton
	Annual Meeting with the Leader and Chief Executive	All	Cllr Boden Paul Medd All Cabinet All CMT
	Update on CPCA Growth Service and impact on Economic Development in Fenland	Economy	Councillor Benney Peter Catchpole Simon Machen, Mark Greenwood , Anna Goodall
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

5th December 2022

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/ Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Annual Review of Anglian Revenues Partnership	All	Cllr French Peter Catchpole Sam Anthony
	Freedom Leisure Review	Communities	Cllr Sam Clark Phil Hughes
	Wisbech Rail Update	All	Rowland Potter CPCA
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/ Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Draft Budget	All	Cllr Boden Paul Medd Peter Catchpole Mark Saunders
	Draft Business Plan	All	Cllr Boden Paul Medd Peter Catchpole David Wright
	Fees and Charges	All	Cllr Boden Peter Catchpole Mark Saunders All Cabinet (TBC) All CMT members (TBC)
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

6th March 2023

Time	Agenda Item	Fenland Corporate Priority	Portfolio Holder/ CMT/ Officer/ Guest
13.00 to 13.30 Pre Briefing			
13.30 to 15.30 Meeting	Community Safety Partnership	Environment	Cllr Lynn Dan Horn Police (TBC)
	FDC Enforcement Review	Environment	Cllr Laws (Planning Enforcement) Cllr Murphy (Environmental Enforcement) Cllr French (ARP) Cllr Lynn (Licensing Enforcement) Annabel Tighe Dan Horn Sam Anthony Nick Harding
	Progress of Corporate Priority – Environment	Communities and Environment	Cllr French Cllr Lynn Cllr Murphy Cllr Tierney Mark Mathews Annabel Tighe Garry Edwards Phil Hughes Dan Horn
	Matters arising – Update on previous actions	All	Amy Brown
	Future Work Programme 2022/23	All	Chairman Amy Brown

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